

Change Control Process Change Review Meeting Minutes

DATE: September 27, 2000

MEETING: Change Review Meeting

PURPOSE: Monthly Status Meeting and Prioritize Pending Change Requests

ATTENDEES

<u>Donna Graham - Mantiss</u>	<u>Manuel Lozano - Nightfire</u>	<u>Kristen Hudson - XO Communications (formerly Nextlink)</u>
<u>Rae Dupraw - Mpower</u>	<u>Wayne Johnson - BST</u>	<u>Bob Henderson - SBC Telecom</u>
<u>Kevin McCall - BST</u>	<u>Cathy Swift - BST</u>	<u>Stuart Walters - Network One</u>
<u>Mike Young - Telcordia</u>	<u>Jill Williamson - AT&T</u>	<u>Peggy Rehm - Nightfire</u>
<u>Bill Grant - Telcordia</u>	<u>Brenda Jones - BST</u>	<u>Kathy Rainwater - BST</u>
<u>Lorriane Watson - WorldCom</u>	<u>Sandy Evans - Sprint</u>	<u>Rodney Strawter - BST</u>
<u>Brian Rutter - KPMG</u>	<u>Stephanie West - BST</u>	<u>Tyra Hush - WorldCom</u>
<u>Richard Woodhouse- KPMG</u>	<u>Renard Robinson - BST</u>	<u>Selange Roberts - E.spire</u>
<u>Jamie Hunter - KPMG</u>	<u>Debbie Feir - BST</u>	<u>Woody Roe - Albion Connect</u>
<u>John Duffey - FL PSC</u>	<u>Joe Gray - BST</u>	<u>Kim Gillette-Hoskins - Quintessent</u>
<u>Cheryl Storey - BST</u>	<u>Valerie Cottingham - BST</u>	<u>Jerry Gaspardo - Mantiss</u>
<u>Brenda Files - BST</u>	<u>Steve Hancock - BST</u>	<u>Edwardine Marrone - BST</u>
<u>Jim Lenihan - Sprint</u>	<u>Mark Grossman - Telcordia</u>	<u>Rey McCabe - Network Telephone</u>
<u>E. R. Stewart - BST</u>	<u>Jean Ann Fuller - Trivergent</u>	<u>Les Hinton - PRISM</u>

AGENDA

Agenda Review status of all Types 2-6 Change Requests, review current Release Management statuses, report of system outages and discuss issues regarding the Change Control Process. Also Present, Discuss and Prioritize Pending Change Requests and Develop Candidate Change Request List.

Opening

The BCCM opened the meeting and covered the items we were to accomplish at this meeting:

- Review outstanding action items
- Review regulatory mandates
- Review status of all Types 2-6 Change Requests
- Report of system outages
- Review current Release Management statuses
- Present and Discuss Pending Change Requests
- Determine Priorities and Develop Candidate Change Request List for Release 10
- Open Discussion – Change Control Process
- New Issues/Action Items

A meeting will be scheduled in October to address CCP concerns/issues. Change Control will distribute notification of this meeting and solicit availability from the CLEC community.

**Outstanding
Action Items**

1. Owner: BellSouth (CLOSED)

Investigate if there will be a standard process for handling 411 drops.

Status: The documented process for handling 411 drops and a standard form to be used to report 411 drops in batch will be presented at the 10/25/00 Monthly Status Meeting for CLEC input.

2. Owner: BellSouth (CLOSED)

Add CR0110 to CR Log.

Status: Added to CR Log 8/24/00.

3. Owner: BellSouth (CLOSED)

Send Steve Murray a copy of the CR Log and Defect/Expedite draft process that was discussed on the call.

Status: Sent 8/24/00 to Steve Murray via email.

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4. Owner: BellSouth (CLOSED)

Investigate time intervals for defect/expedite workaround.

Status: BST will not be able to reduce the 4-day time interval for defect workaround.

5. Owner: BellSouth (CLOSED)

Investigate time interval for implementing a High Impact expedite.

Status: High Impact Expedites will be implemented in the current, next release or point release, best effort. High Impact Expedites will be assessed on a case-by-case basis for impacts, and scheduled as needed.

6. Owner: BellSouth (CLOSED)

Determine if BellSouth can provide a code "patch" (as a workaround) for expedites until a permanent fix is implemented.

Status: BST does not provide temporary code patches. We do provide workarounds for defects until they can be permanently fixed in a release. For defects, BST is committed to provide a workaround (when applicable) to the CLECs for the interim until the defect can be worked within the 4 to 25-business day range, best effort. The workarounds provided are not coding changes. The workarounds provide an alternative way to submit an order electronically or manually. BST utilizes resources to fix defects permanently in a release. For High Impact expedites, there is no electronic workaround. BST has committed to implement these in the current, next release or point release, best effort. These will be assessed on a case-by-case basis for impacts, and scheduled as needed. If necessary, an emergency point release would be implemented.

7. Owner: BellSouth (OPEN)

Determine if Process and M&P changes are included in the posting of notifications of documentation updates (non-system changes) 5 days prior to the documentation posting date.

Status: Received clarification on this issue from the originator (AT&T). AT&T requests 30 day interval because 5 days is sometimes not sufficient if process changes need to be made internally. BST is investigating.

8. Owner: BellSouth (OPEN)

Investigate search/sort capability for CCP web site.

Status: BellSouth has determined that it does not have the software to support this function. However, BST is in the process of determining the cost of additional software.

Outstanding Action Items from 9/18/00 Release 8.0 Package Meeting:

9. Owner: BellSouth (CLOSED)

OS/DA Routing – Determine process for other CLECs to utilize if interested in selective routing.

Status: Basic OS/DA routing functionality will be provided with Release 8.0 in November. CLECs interested in this functionality will not need to submit a Change Request; however, they will need to work with their Account Team to establish Line Class Codes and identify other unique characteristics that may be required.

10. Owner: BellSouth (OPEN)

Coding codes – 30 days not sufficient time for CLECs to make coding changes, need the business rules sooner. 30 days is sufficient for M&P changes only. Depends on size of release as to amount of advance notice needed.

Status: BST investigating.

Outstanding Action Items from 9/22/00 Release 8.0 Package Meeting:

11. Owner: BellSouth (OPEN)

CR0016 – SI Enhancement – Association with 319 products. Why are 319 products targeted for late 2001?

Status: BST investigating.

12. Owner: BellSouth (OPEN)

CR0002 – Pre-order/Order Field Discrepancies – defect vs. feature.

Status: BST is treating this issue as a feature because business rules reflect current coding. The application is operating as specified. CLECs advised this is a requirements defect and that the defect/expedite process is not working. BST is currently pursuing the possibility of implementing this change in Release 9.0.

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Regulatory Mandates

CR0169 – Number Conservation Rules for Number Pooling (BellSouth)

FCC99-200 (revised on 3/31/00 to FCC00-104).

Florida 954 – FCC99-249.

Florida State PSC docket number is 981-444TP.

FCC has mandated Number Pooling in the Southeastern Region to avoid additional NPA NXX exhaust. Number Pooling is a process that allocates NPA-NXXs at the thousand-block level (NXX-X) within the rate center using LNP network infrastructure. It allows sharing of central office codes (NXXs) among multiple service providers serving the same rate center (TMRC). BellSouth is making updates internally to allow pooling. Targeted for Release 9.0 01/06/01 and 01/20/01. LSR changes are not necessary for Pooling.

Please see attached PowerPoint presentation.

CR0059 – Change TN Reservation Period to 45 days (pre-ordering functionality) (BellSouth)

FCC Docket # 99200

Order # FCC00-104

Target date for implementation is 4Q00.

CR0153 – CO Based Line Sharing (BellSouth)

FCC Docket # 98-147

Scheduled for Release 7.1 September 30, 2000.

EDI Infrastructure Upgrade Overview

BellSouth is involved in a project to upgrade our EDI infrastructure. The new infrastructure will facilitate requests from Change Control, such as the CLEC Test Environment. The new infrastructure will also allow improvement in the delivery of Functional Acknowledgements, Firm Orders Confirmations, Notifications, Pending Order Status, etc. The target for migration of the CLEC EDI Application to the new infrastructure is December 1, 2000. A CLEC Notification Letter will be sent in the next 30 days.

To accommodate the migration to the new infrastructure BellSouth will freeze the EDI maps from October 6 until December 1, 2000. This freeze may delay the implementation of features that require a new or modified field for BellSouth and/or CLEC use. BellSouth will freeze the turn up of new EDI Trading Partners and new IP addresses from October 13 until December 15, 2000. It is BellSouth's desire to acknowledge all requests received prior to October 13, 2000. Requests received during the freeze window will be honored after December 15, 2000.

An EDI User Group will be formed for the purpose of discussing the following:

Details associated with the migration to the new infrastructure

Development of requirements for Interactive Agent

Development of requirements for pre-order functions

If you would like to take part in the EDI User Group please send an e-mail to Change Control by October 6, 2000, with the following information:

Name of Company

Contact Name, Telephone Number, Email Address, and Mailing Address

Topics of Interest

A meeting of the EDI User Group will be targeted for the week of October 9, 2000.

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**New
Change
Requests
(Types 2-5)**

ORD03200_001 – UNE via ASR21 (AT&T & WorldCom)

Status: Jill (AT&T) and Tyra (WorldCom) advised to leave this CR open.

ORD032700_001 – Post-FOC Clarification (AT&T)

Status: Conference call held 8/10/00 with originator and BST SME to discuss options. It was determined that the pending pre-order CR TAG0812990001 (provide CFA information, NC/NCI codes) is a possible solution. CR TAG0812990001 is targeted for Release 10 on 5/30/01. Jill (AT&T) advised this CR could be canceled.

CR0012 – TAFI Functionality via ECTA Interface (AT&T)

Status: AT&T advised to leave this request open to continue discussions with BellSouth.

CR0065 – Add LENS 6.3 Tutorial (Trivergent)

Status: Originator advised to leave this CR on hold until they review the new web-based LENS course, which should be available late September.

CR0087 – “C” Order Process for UNE-P (Sprint)

Status: Conference call held on 09/25/00 with originator and BellSouth. BellSouth has committed to forward Sprint information on return FOC. Sprint will review information and determine if CR can be canceled.

CR0093 – Electronic Change Notifications (Sprint)

Status: On 09/15/00 originator requested place CR on hold.

CR0095 – ECTA – Attribute Validation (BellSouth)

Status: Open for CLEC comments on whether this is a feature they would like to see implemented.

CR0104 – LENS Large Account Inquiry (Marietta Fibernet)

Status: Placed in Pending status 9/26/00. Originator requested that we include on Prioritization list since this CR was submitted prior to the 8/15/00 cut-off date.

CR0105 – Drop the RES ID to Requirement for xDSL Order (Nightfire)

Status: Conference call held on 09/15/00 with originator. Originator advised this issue is still under review until testing is complete.

CR0130 – LESOG not Responding to “C” order adding line & features on Resale Accounts (BellSouth)

Status: Reclassified as a feature. Being reviewed for acceptance.

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CR0132 – Fielded Completion Notifications (WorldCom)

Status: Conference call held on 09/25/00 with originator. Originator agreed to forward information on OBF to Change Control. BST SME to revisit this issue.

CR0135 – Merging of Accounts (AT&T)

Status: BellSouth is currently waiting on a reply to the response sent to the originator on this request. Jill (AT&T) questioned why CRs should be held until OBF resolves issues when CLEC’s business needs may be more urgent. Jill stated this should be a joint decision regarding the disposition of CRs that are being addressed by OBF. Change Control will revisit and provide status.

CR0143 – Notification – MDR (Mechanized Disaster Reports) (Verizon)

Status: BellSouth response due to CLEC by 10/17/00.

CR0144 – Add LSR Codes in LENS (BellSouth)

Status: Being reviewed for acceptance

CR0145 – Remove a TN from a LENS LSR (BellSouth)

Status: Being reviewed for acceptance

CR0146 – Default the Listed TN (BellSouth)

Status: Being reviewed for acceptance

CR0147 – Seasonal Suspend (BellSouth)

Status: Being reviewed for acceptance

CR0152 – Electronic Payphone Service Orders (BellSouth)

Status: Being reviewed for acceptance

CR0157 – Need to Handle HTG USOCs for all calling plans on Port/Loop Combos (BellSouth)

Status: Reclassified as a feature. Being reviewed for acceptance.

CR0158 – Already Pending Error message on LSRs where order is being held to not auto clarify (BellSouth)

Status: Reclassified as a feature. Being reviewed for acceptance.

CR0165 – Discrepancies in BellSouth Guidelines CG-LEO0-009-LNUMfield on Loop Service Page (Nextlink)

Status: Being reviewed for acceptance.

CR0166 – Cable ID Defect (BellSouth)

Status: Reclassified as a feature. Being reviewed for acceptance.

CR0167 – Incorrect Circuit # on FOC (BellSouth)

Status: Reclassified as a feature. Being reviewed for acceptance.

Pending

The following Change Request is in pending status:

- TAG0812990003 – Parsed CSR (AT&T)

Status: Will begin jointly addressing 10/3/00. Once BST has a better understanding of CLEC requirements and complexity of this effort, this feature will be targeted for an upcoming release.

- CR0134 – TN Reservation Display of Switch CLLI (AT&T)

Status: Guidelines to be added by the end of October 2000 to the HELPFUL HINTS section of the BellSouth Pre-Order Business Rules document to further clarify the BellSouth response to this request.

Scheduled

The following Change Requests are scheduled for upcoming releases:

- EDI0812990003 – 411 Drops (AT&T) – Targeted for Release 9.0 – 01/06/01
- EDI0812990004 – Change Main Account Number (AT&T) – Targeted for Release 10.0 – 05/31/01
- EDI0812990005 – Handling of Remaining Services (AT&T) – Targeted for Release 10.0 – 05/31/01
- EDI0812990007 – Use of LEAN/LEATN Fields (AT&T) – Targeted for Release 10.0–05/31/01
- TAG0812990001 – Provide CFA & NC/NCI Codes (AT&T) – Targeted for Release 10.0 – 05/31/01
- EDI1215990001 – TN vs RSAG Validation (AT&T) – Targeted for Release 9.0 – 01/06/01
- EDI020900_001 – Electronically Order Routing to OS/DA (AT&T) – Release 8.0 - 11/18/00
- EDI030300_001 – CLEC test environment (AT&T) – Targeted for Rel 8.1 – 12/09/00
- CR0002 – Pre-Order/Order Business Rules Discrepancies (AT&T) – Targeted for Release 10.0 – 05/31/01
- CR0003 – RPON Electronic Reject & Flow Through (AT&T) – Targeted for Release 9.0 – 01/06/01
- CR0014 – Change Verbiage on LENS Screen (Trivergent) – Release 8.0 – 11/18/00
- CR0015 – LENS ACT of C – Change Basic Class of Service (BellSouth) – Release 8.0 – 11/18/00
- CR0016 – SI Enhancement for SL1, SL2, DS0, DS1 and ISDN (AT&T) – Targeted for Release 10.0 – 05/31/01
- CR0029 – Partial Migration of UNE Loops (ReqTyp A) (BellSouth) – Targeted for Release 10.0 – 05/31/01
- CR0030 – UNE to UNE Migrations (BellSouth) – Targeted for Release 9.0 – 01/06/01
- CR0038 – TOS Field on LSR ReqTyp J (BellSouth) – Targeted for Release 10.0 – 05/31/01
- CR0040 – Order Tracking Request (AT&T) – Targeted for Release 10.0 – 05/31/01
- CR0045 – Conversion As Is – Strip Non-Resellable USOCs (One Point) – Release 8.0 – 11/18/00
- CR0059 – Change TN Reservation Period (BellSouth) – Targeted for 4Q00
- CR0078 – Extended Loops (AT&T) – Targeted for implementation late 2001 with other 319 products
- CR0109 – GA 912/229/478 NPA Splits (BellSouth) – Release 7.2 10/14/00
- CR0112 – Conversion As-Is ACT W Defect (Southern Telecom) – Rel. 7.1 – 9/30/00
- CR0115 – Partial Pre-Order Query Due Date Calculation (BellSouth) – Rel 7.1 9/30/00
- CR0116 – Premise Visit Indicator (BellSouth) – Rel 7.1 9/30/00
- CR0118 – Remove Housenumprefix for TAG API 2.2.0.10 (BellSouth) – Rel. 7.1 9/30/00

Change Requests

- CR0129 – LESOG failing to apply ZRTI to orders (BellSouth) – Rel 7.1 9/30/00
- CR0150 – Add NPT Data Element to the ESDQ Query (BellSouth) – Rel 7.1 9/30/00
- CR0153 – CO Based Line Sharing (BellSouth) – Rel. 7/1 9/30/00
- CR0159 – Discrepancies in BBR-LO Version 9G (BellSouth) – 9/28/00 update (9H)
- CR0169 – Number Pooling Mandate (BellSouth) – Rel 9.0 01/06/01 and 01/20/01

**Implemented
Change
Requests**

- LSR0623990001 Redirection of UNE LSRs in the LCSC (AT&T) – LNP Rel 5.1 - 8/27/00
- CR0077 Subscription Version Cancellations (AT&T) – LNP Rel 5.1 - 8/27/00
- CR0089 – Reserving TNs via LENS (Advanced Tel) – Rel 6.4 - 6/17/00.
- CR0092 – DFDT & CHC Defect Request (AT&T) – LNP Rel 5.1 - 8/27/00 (EDI only)
- CR0102 – NUM=TELNO=ACCT is Final Reject (Access One) – Release 7.0 – 7/29/00.
- CR0106 – Delay Sunset of LSOG2 xDSL Ordering via Fax (Nightfire) – delayed until 10/2/00.
- CR0125 – Error when placing a change order to add VCA and RJ11C in LENS (New South) Rel 7.0 - 8/12/00.
- CR0141 - LESOG should D&E vs. C&T when no CFN changes (BellSouth) – Rel 7.0 - 8/12/00.

**Canceled
Change
Requests**

The following change requests have been cancelled since our August 23 meeting:

- CR0013 – Date Sent/Century Defect (EDI) (Nextlink)
- CR0018 – USOC Segmentation (AT&T)
- CR0033 – EDI Multiple ReqTyp Enhancement (Nextlink)
- CR0039 – FOC Not Populating Order Number on Port Order (American Metrocom)
- CR0066 – Invalid USOC for Basic Class of Svc. Format SAE434 II CREX/TN (AT&T)
- CR0070 – Call Forwarding USOC Defect (AT&T)
- CR0107 – Documentation Defect – CIC (AT&T)
- CR0114 – TN Reservation Defect (AT&T)
- CR0120 – SOCS RT60 Invalid NPA/NXX for Routing SUB 001 (BellSouth)
- CR0123 – LENS Application Enhancement (Gulf Coast Communications)
- CR0140 – Update the Due Date Calculation Intervals in TAG (combined with CR0117) (BellSouth)

**Defect/Expe
dite Change
Requests
(Type 6)**

The following change requests statuses are provided:

- CR0008 – YPQTY-WPQTY (Iss 7) ReqType –E Reject Code must be 2 numerics – (Deltacom)

Status: Open – Currently under appeal.

- CR0023 – OSS'99 Ordering Guidelines – (AT&T)

Status: Open – Validation response provided on 5-3-00. AT&T has requested that this remain open until all guidelines have been updated.

- CR0024 – Hunt Group Defect on a Separate CSR – (Adelphia)

Status: Open – Validated as a defect to be targeted for a future release.

- CR0049 – LENS TNs for each PON on bulk order (BST)

Status: Open – Pending clarification.

- CR0050 – LENS 6.3 - # of Directories for white & yellow (BST)

Status: Determined to not be a defect, but will be entered as a feature to be targeted in a future release.

- CR0056 – Invalid SUP, Subscription Version Defect – (AT&T)

Status: Determined to be a training issue and pending feedback from originator. AT&T advised to close this request.

- CR0070 – Call Forwarding USOC Defect (AT&T)

Status: BellSouth determined this not to be a defect. The USOC populated is not valid with the FID

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provided. The USOC GCE is call forwarding busy line, the CFND FID with RCYC is for call forwarding don't answer. Originator advised to close this CR.

- CR0073 – LEO should pull Ported number & return on FOC/CN (BST)
Status: Determined to be a defect and will be corrected in a future release TBD.
- CR0074 – TAG is requiring the end user address in error for ReqTyp E: Act of C (BST)
Status: Determined to be a defect and is targeted for a future release TBD.
- CR0079 - TAG IS REQUIRING "INIT" (BellSouth)
Status: Open – BellSouth determine that this request is not a defect. The system works per requirements. Originator has appealed the validation response.
- CR0080 - LESOG is failing to issue Port Loop Combo accurately (BellSouth)
Status: Verified - Electronic System Support (ESS) has determined that this is a defect and will be corrected in a future release.
- CR0082 – LEO IS FAILING TO EDIT FOR LOCQTY (BellSouth)
Status: Open – BellSouth requested further clarification from originator.
- CR0098 – Re-Calculate Due Date Intervals – (BellSouth)
Status: Open – BellSouth has determined that this is not a defect. Waiting on originator to close out.
- CR0099 - ORDER MA'D AND SERVICE ORDER INFO DELETED – (BellSouth)
Status: Open – BellSouth has determined that this is not a defect, however the decision is being made as to whether this will become a feature.
- CR0100 – TAG is failing to accurately calculate due dates on deny and restore (BST)
Status: Determined to not be a defect, however a feature will be opened targeted for a future release.
- CR0108 – Listings over the number of 2 are not shown on LSR or order (BST)
Status: BellSouth determined that this is a defect and is being targeted for a future release TBD. Manual intervention is recommended.
- CR0110 -- LESOG not populating ZNEA & ZNHC on ACT of N or C (BST)
Status: BellSouth determined that this is not a defect, but recommended that a Feature be opened. This feature will be targeted for a future release TBD.
- CR0121 – Discrepancies in BellSouth Guidelines – CG-LSOR-002 – (Nextlink)
Status: BellSouth has reclassified from a Feature to a Defect. Originator advised to close this request.
- CR0126 – LESOG should pull the correct CFN number for enhanced MMC – (BST)
Status: BellSouth determined that this is a defect and will be corrected in a future release TBD.
- CR0136 – Address Validating in LENS but not in TAG on old RSAG history – (BST)
Status: BellSouth determined that this is a defect and will be targeted for a future release TBD.
- CR0142 – Remove the business reference for RCFRE, RF, RG & RN in the RCF matrix of the LEO IG (BST)
Status: Determined to be a documentation defect and correction is targeted for Sept. 29.

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- CR0151 – Error Code Defect (LNP) (AT&T)

Status: BellSouth is recommending that a Feature be opened to correct the LNP truncation. The feature will be implemented in a future release TBD.

- CR0154 – Missing Completion Notices Defect – (AT&T)

Status: BellSouth validated that the completion notices did not go back to AT&T because they were manually handled by a Service Rep. AT&T will be appealing this response for further validation.

- CR0155 – Ringmaster Defect (AT&T)

Status: BellSouth determined not a defect. Recommended to AT&T that this is a training issue. Originator advised to close this request.

- CR0156 – Connect:Direct Request – (AT&T)

Status: BellSouth recommended to AT&T to submit this as a change request for all CLECs benefit. System changes have been made and AT&T is waiting to test with BST.

- CR0162 – OTN Defect Issue 7 (Deltacom)

Status: BellSouth has determined that this is a defect and will be targeted for a future release.

- CR0163 – LESOG should not bring over FIDs on line USOCs for LNA of G (BST)

Status: BellSouth has determined that this is a defect and will be targeted for a future release.

**Report of
System
Outages**

The following Type 1 System outages have occurred since the last Status Meeting:

LENS – 3

EDI – 1

TAG – 3

CSOTS - 1

Details of each outage are posted on the Change Control Website at

www.interconnection.bellsouth.com.

**Release
Management
Status**

Release 7.1 is scheduled for 9/30/00:

- CR0112 – Conversion As-Is ACT W Defect (Southern Telecom)
- CR0115 – Partial Pre-Order Query DDC (BellSouth)
- CR0116 – Premise Visit Indicator (BellSouth)
- CR0118 – Remove HOUSENUMPREFIX from TAG (BellSouth)
- CR0129 – LESOG Failing to apply ZRTI to orders (BellSouth)
- CR0150 – Add NPT Data Element to the ESDQ Query (BellSouth)
- CR0153 – CO Based Line Sharing (mandate) (BellSouth)

Release 7.2 is scheduled for 10/14/00:

- CR0109 – GA 912/229/478 NPA Split (BellSouth)

Release 8.0 is scheduled for 11/18/00:

- EDI020900_001 – Electronically Order Routing to OS/DA (AT&T)
- CR0014 – Change Verbiage on LENS Screen (Trivergent)
- CR0015 – LENS – ACT of C – Change Basic Class of Service (BellSouth)
- CR0045 – Conversion As Is – Strip non-resellable USOCs (One Point)
- OSS99 – TAG DID (BellSouth)
- TAG Hardware upgrades (BellSouth)

The target date for Release 8.1 is 12/9/00:

- EDI030300_001 – CLEC test environment (AT&T)

The target date for Release 9.0 is 01/06/01:

- CR0169 – Number Pooling Mandate – Florida only (BellSouth)
- CR0030 – UNE to UNE Migrations (BellSouth)
- EDI0812990003 – 411 Drops (AT&T)
- CR0003 – RPON Electronic Reject & Flow Through (AT&T)
- EDI1215990001 – TN vs RSAG Validation (AT&T)

The target date for Release 9.0 is 1/20/01:

- CR0169 – Number Pooling Mandate-all other states (BellSouth)

The target date for Release 10.0 is 5/31/01:

- CR0002 – Pre-Order/Order Business Rules Discrepancies (AT&T)
- TAG0812990001 – Provide CFA & NC/NCI Codes (AT&T)
- EDI0812990005 – Handling of Remaining Service (AT&T)
- EDI0812990004 – Change Main Account Number (AT&T)
- EDI0812990007 – Use of LEAN/LEATN Fields (AT&T)
- CR0016 – SI Enhancement for SL1, SL2, DS0, DS1 and ISDN (AT&T)

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- CR0029 – Partial Migration of UNE Loops (BellSouth)
- CR0038 – TOS Field on ReqTyp J (BellSouth)
- CR0040 – Order Tracking Request (AT&T)

PENDING CHANGE REQUESTS Pre-Ordering CR0020	The following pending change requests were presented/discussed: View Multiple CSRs Simultaneously (Trivergent) Interface Impacted - LENS Pre-ordering Type Change – Add New Functionality <ul style="list-style-type: none"> • Capability to view multiple CSRs simultaneously in LENS
CR0101	EDI Pre-Ordering Functionality (Nightfire) Interface Impacted – EDI Pre-Order Type Change – Software <ul style="list-style-type: none"> • New functionality to include a new EDI Pre-order solution
CR0104	LENS Large Account Inquiry (Marietta Fibernet) Interface Impacted –Pre-ordering Type Change – Software <ul style="list-style-type: none"> • On Large ESSX or Centrex accounts, add capability to access numbers behind SLA's instead of going to non-key lines and searching entire list of numbers.
CR0113	LENS Inquiry – View Customer Record (Southern Telecom) Interface Impacted –Pre-Ordering Type Change – Software <ul style="list-style-type: none"> • Change existing functionality to allow a three digit customer code to be used in the validation of a customer record
CR0127	Provide Pending Service Order for CSR via TAG (ITC Deltacom) Interface Impacted –Pre-Ordering Type Change – Software <ul style="list-style-type: none"> • New functionality to alert the end user that a CSR is pending a Service Order during the pre-order step.
Ordering CR0031	Ability to change listing account in LENS (Alltel) Interface Impacted – Ordering Type Change – Change Existing <ul style="list-style-type: none"> • Ability to submit an order to change a listing on a CLEC owned NXX
CR0068	Pipe-Cross USOC (AT&T) Interface Impacted – Ordering Type Change – Software <ul style="list-style-type: none"> • Modify requirements to remove the Cross pipe line not part of CSR issue.
CR0085	Web-based LSR (BellSouth) Interface Impacted – LENS Ordering Type Change – Software <ul style="list-style-type: none"> • Place LSR templates on the WEB in the LENS site for manual CLECs to submit electronically • Editing will be done in LEO • FOC and other responses will be posted on the WEB for CLEC to retrieve • Electronic rate will apply • Front-end system will allow CLEC to download a copy of the completed LSR to SUP later. • 1st phase will include same ReqTyp's that can be submitted through LENS today.

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CR0088	Mech of Unbundled Network Terminating Wire (UNTW) (Media One) Interface Impacted – Ordering Type Change – Software/Documentation/New or Revised Edits <ul style="list-style-type: none"> • Provide functionality to submit UNTW order electronically.
CR0091	Add DFDT to the FOC (AT&T) Interface Impacted – Ordering/LNP Type Change – Software <ul style="list-style-type: none"> • Confirm back the specific time in which the order will be cut, i.e., the requested Frame Due Time, on the FOC. • BellSouth will issue a jeopardy notice to the CLEC and call to negotiate the cut time if BellSouth realizes it will not make the requested DFDT.
CR0096	New Listings in LENS (Alltel) Interface Impacted –Ordering Type Change – Software <ul style="list-style-type: none"> • New functionality to allow the user to create “New Listings” in LENS
CR0117	Update Issue 7 Due Date Calculation Intervals in TAG (BellSouth) Interface Impacted – TAG Pre-Order/Ordering Type Change – Software/Documentation <ul style="list-style-type: none"> • Modify the Issue 7 Due Date Calculation Modules to update the tables in the TAG API with the BellSouth Product and Services Interval Guide. <p>NOTE: This CR was implemented with TAG Release 2.2.0.11 on September 21. This change was included with the due date calculation tables. This CR was removed from the prioritization list.</p>
CR0133	Migration of UNE-P Notifications (WorldCom) Interface Impacted –Ordering Type Change – Software/New or Revised Edits <ul style="list-style-type: none"> • Allow CLECs to migrate using Customer Name and TN, and not be required to supply the Service Address on ACT=V, P, Q to UNE-P. <p>NOTE: This CR combined with EDI1215990001. This CR was removed from the prioritization list.</p>
CR0137	Flow-Through Change Request-ReqTyp CB (AT&T) Interface Impacted –LNP Ordering Type Change – Software <ul style="list-style-type: none"> • Change existing systems to allow REQTyp CB, ACT P & Q to flow-through BellSouth systems without manual intervention
CR0149	Modify and Resend FOC and Clarifications (BellSouth) Interface Impacted – LNP Ordering Type Change – Software <ul style="list-style-type: none"> • Change existing systems to allow the ability to change a LSR status from Submitted to Clarified and/or Clarified to Submitted FOC
CR0160	Flow-Through Change Request-ReqTyp BB (AT&T) Interface Impacted –LNP Ordering

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Type Change – Software

- Change existing systems to allow REQTYP BB, ACT P & Q to flow-through BellSouth systems without manual intervention

MANUAL CR0131	Split Billing Requests (BellSouth) Interface Impacted – Manual Type Change – Documentation/Process <ul style="list-style-type: none"> • Change existing functionality to provide instructions on how to submit split billing requests
Documentation CR0053	Improvements to the BellSouth Business Rules for Local Ordering (Adelphia) Interface Impacted – All Type Change – Documentation <ul style="list-style-type: none"> • Present the information in separate documents to reduce the size of the guide <p>BST can separate the BBR-LO into separate guides. Efforts are underway to provide an enhanced "Search" capability, which will make navigating through the BBR-LO much easier. Also removing APPENDIX A information and moving Forms & Line-by-Line instructions back to the Complex Templates document is under evaluation.</p>
CR0139	Update TAG API Guide to relate to the BellSouth Pre-order Business Rules (BellSouth) Interface Impacted – TAG Pre-Order/Order Type Change – Documentation <ul style="list-style-type: none"> • Better clarification between the API Guide and the BellSouth Pre-Order Business Rules
Final Prioritization	<p>The results of the prioritization are as follows:</p> <p><u>Pre-Ordering Category</u></p> <p>Rank #1 – CR0127 – Provide Pending Service Order for CSR via TAG (ITC Deltacom) Rank #2 – CR0113 – LENS Inquiry – View Customer Record (Southern Telecom) Rank #3 – CR0101 – EDI Pre-Ordering (Nightfire) Rank #4 – CR0020 – View Multiple CSRs Simultaneously (Trivergent) Rank #5 – CR0104 – LENS Large Account Inquiry (Marietta Fibernet)</p> <p><u>Ordering Category</u></p> <p>Rank #1 – CR0091 – Add DFDT to the FOC (AT&T) Rank #2 – CR0149 – Modify & Resend FOCs & Clarifications (BellSouth) Rank #3 – CR0137 – Flow Through for REQYP CB, ACT P & Q for LNP (AT&T) Rank #4 – CR0160 – Flow Through for REQYP BB, ACT P & Q for Loop w/LNP (AT&T) Rank #5 – CR0068 – Pipe Cross USOC (AT&T) Rank #6 – CR0088 – Mech of Unbundled Network Terminating Wire (UNTW) (Media One) Rank #7 – CR0096 – LENS Enhancement – Add New Listings (Alltel) Rank #8 – CR0031 – Ability to Change Listing Account in LENS (Alltel) Rank #9 – CR0085 – Web-based LSR (BellSouth)</p> <p><u>Manual Category</u></p> <p>CR0131 – Split Billing Requests (BellSouth)</p> <p><u>Documentation Category</u></p> <p>Rank #1 – CR0139 – Update TAG API Guide to Better Relate to the TAG Pre-Order Rules (BellSouth)</p>

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Rank #2 – CR0053 – Improvements to the BBR-LO (Adelphia)

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Open Discussion-Change Control Process	No new CCP issues were raised. We will be discussing the ones reflected in the "Action Items" section at our October Process Improvements meeting.
Upcoming Meetings	<ul style="list-style-type: none"> • Parsed CSR (CR# TAG0812990003) conference call is October 3, 2000 from 10:00 AM – 12:00 Eastern. The conference bridge is 205-970-3742, access code 6637. • EDI User Group meeting is targeted for week of October 9, 2000. • Release 8.0 User Requirements meeting targeted within two weeks. • CCP Process Improvements meeting to be scheduled October 17 or 26 (refer to 9/28/00 email requesting availability). • Our next monthly status call is October 25, 2000. The conference bridge is 205-970-3741, access code 4736. • Target date for the Internal Change Management Process to be completed is November 13, 2000. During the Internal Change Management Process, both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities for the Candidate Change Requests. • A Release Package Meeting will be held in conjunction with our Monthly Status Meeting on November 15 to present/discuss the scope of Release 10.0 (targeted for 05/31/01).
Action Items	<ol style="list-style-type: none"> 1. Owner: BellSouth (CLOSED) Distribute notification to CLEC community regarding October CCP Process Improvements meeting. Status: Distributed 9-28-00. 2. Owner: BellSouth (OPEN) Provide revision history with Carrier Notification Letters associated with documentation updates. This issue to be addressed at the October Process Improvements meeting 3. Owner: BellSouth (OPEN) Have BST SMEs available at the Monthly Status Meetings to discuss Carrier Notification Letters distributed by Change Control. This issue to be addressed at the October Process Improvements meeting. 4. Owner: BellSouth (OPEN) Defect/expedite process. This issue to be addressed at the October Process Improvements meeting. 5. Owner: BellSouth (OPEN) BST provide milestones for release management. This issue to be addressed at the October Process Improvements meeting. 6. Owner: BellSouth (CLOSED) Change Control will provide soft copy of Number Pooling presentation. Status: Presentation provided with 9/27/00 meeting minutes. 7. Owner: BellSouth (CLOSED) Change Control will distribute notification regarding EDI Infrastructure Upgrade Sub team. Status: Distributed 9-29-00. 8. Owner: CLEC Community (OPEN) CLEC Community will send Change Control any identified requirements for Parsed CSR.

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9. Owner: BellSouth (OPEN)

Investigate if reason for system outage can be provided on notification.

10. Owner: BellSouth (OPEN)

Include associated documentation on CCP Release schedule.

11. Owner: BellSouth (CLOSED)

Provide Web site location for CCP Release Schedule.

Status: The CCP Release Schedule is located at the following Web site:

www.interconnection.bellsouth.com

Select "Local Exchange Carriers"

Select "Change Control Process"

Select "Statuses/Release Notification/Proposed Release Schedule"

12. Owner: BellSouth (OPEN)

Add the originator to the title column on the CR Log.

13. Owner: BellSouth (OPEN)

Change the format of the BellSouth Business Rules for Local Ordering (BBR-LO) guide. This issue to be addressed at the October Process Improvements meeting.

14. Owner: BellSouth (CLOSED)

Provide CLECs where general information can be found on 319 products.

Status: Information on 319 products can be found on the Interconnection Web site at the following location:

www.interconnection.bellsouth.com

Select "Local Exchange Carriers"

Select "CLEC Products"

Select "UNE Products"

Questions regarding the 319 Products should be directed to your Account Team representative.

15. Owner: BellSouth (OPEN)

Revisit CR0135 and provide originator status.

16. Owner: BellSouth (OPEN)

Determine if notification of BST process changes (i.e., system downtime, LCSC processes) can be provided 30 days in advance to accommodate CLEC's internal M&P changes.

17. Owner: BellSouth (OPEN)

Investigate cost for additional software needed to support the search/sort capability for CCP web site.

18. Owner: BellSouth (OPEN)

Coding changes – 30 days not sufficient time for CLECs to make coding changes, need the business rules sooner. 30 days is sufficient for M&P changes only. Depends on size of release as to amount of advance notice needed. This will be addressed at the October CCP Process Improvements meeting.

19. Owner: BellSouth (OPEN)

CR0016 – SI Enhancement – Association with 319 products. Why are 319 products targeted for late 2001.

20. Owner: BellSouth (OPEN)

CR0002 – Pre-order/Order Field Discrepancies. BST pursuing the possibility of implementing this change in Release 9.0.

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October 17, 2000
CCP Process Improvement Meeting
MEETING MINUTES

<small>MEETING NAME</small>	<small>MINUTES PREPARED BY:</small>	<small>DATE PREPARED</small>
CCP PROCESS IMPROVEMENT	Steve Hancock – Change Control Team	10-18-00
BellSouth Conference Center		

Participants/Attendees

<small>PARTICIPANT</small>	<small>COMPANY</small>
Terrie Hudson	BST - NCS/CS
Valerie Cottingham	BST - CCP
Cheryl Storey	BST - CCP
Jill Williamson	AT&T
Bill Grant	Telcordia
Mike Young	Telcordia
Brian Rutter	KPMG
Kevin McCall	BST - NCS/CS
Kathy Rainwater	BST - NCS/CS
Bill Shoemaker	BST - NCS/CS
Steve Hancock	BST - CCP
John Duffey	FL - PSC
Woody Roe	Albion Connect
Selange Roberts	espire
Phyllis Burt	Quintessent

<small>PARTICIPANT</small>	<small>COMPANY</small>
Rick Woodhouse	KPMG
Graham Watkins	KPMG
Shamone Stapler	ITC/Deltacom
Mary Conquest	ITC/Deltacom
Stephanie Smith	dset
Yvette Brown	espire
Rae Dupraw	Mpower
Sandy Evans	Sprint
Tyra Hush	Worldcom
Lorraine Watson	Worldcom
Steve Murray	Rhythms
Kim Gillette-Hoskins	Quintessent
James Hunter	KPMG
Ron Thompson	XO
Peggy Rehm	Nightfire

Meeting Information History

<small>DATE</small>	<small>START TIME</small>	<small>END TIME</small>
10/17/00	9:00 AM EDT	12 NOON EDT

<small>MEETING PURPOSE</small> To better understand the CLEC's needs with regard to the Change Control Process.
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October 17, 2000

**CCP Process Improvement Meeting
MEETING MINUTES**

MEETING MINUTES

Agenda Items	Discussion
<p>1. PROVIDE REVISION HISTORY FOR DOCUMENTATION UPDATES. Carrier Notification Letter needs to provide more details regarding the changes</p>	<p>Jill Williamson - (AT&T) requested that BST provide additional details in Carrier Notification Letters; all Business Rules/documentation changes need to flow through CCP.</p> <p>Valerie Cottingham (BST) explained that CCP has begun to send the revision summary prior to the documentation being posted to the web.</p> <p>Woody Roe - (Albion Connect) reiterated that anything (documentation) that is touched should go through the CCP process. All customer notification letters that announce documentation changes should reference a change request that has been submitted through CCP.</p> <p>Tyra Hush (Worldcom) stated that if customer notification letters have OSS impact, they should be discussed in CCP meetings.</p> <p>Kathy Rainwater - (BST) explained that BellSouth is currently looking at new software that will be used to facilitate documentation changes more easily. BellSouth's intent is to make these documents more "user friendly".</p> <p>ACTION ITEM (BELLSOUTH) - Revision History should be attached to associated Carrier Notification Letters.</p>
<p>2. Have BST SMEs available at the Monthly Status Meetings to discuss the specifics of the Carrier Notification Letters distributed by Change Control.</p>	<p>Steve Murray (Rhythms) emphasized that BellSouth should have someone at the meetings with the power to make commitments.</p> <p>Valerie Cottingham (BST) explained that CCP had provided SMEs at the last two (2) monthly status meetings as well as the 9-27 Change Review Meeting and would continue to support providing SMEs at meetings. Having the SME's in attendance greatly helped to expedite discussion and facilitate the meetings. The CLECs need to provide two (2) weeks notification for SME participation.</p> <p>Jill Williamson - (AT&T) stated that it was OK to give advance warning to allow time for SMEs to address an issue at a given meeting.</p> <p>Tyra Hush (Worldcom) agreed that the SMEs especially needed to be available for monthly meetings with regard to OSS and documentation questions/issues.</p> <p>Jill Williamson - (AT&T) discussed that there are times when issues are discussed with Account Teams that should have a change request initiated.</p>
	<p>ACTION ITEM (BELLSOUTH) - Determine who initiates a change request when identified by a CLEC and Account Team.</p>

12/13/00

October 17, 2000**CCP Process Improvement Meeting****MEETING MINUTES**

Agenda Items	Discussion
3. THE DEFECT / EXPEDITE PROCESS	<p>Jill Williamson (AT&T) explained that her "proposed" changes were provided in the "marked up" version of the CCP Process document she submitted. In summary, she went on to explain that AT&T is asking for improvements in turnarounds and to separate the defects from expedites.</p> <p>Bill Grant (Telcordia) discussed his concern with BellSouth's definition of a defect and a feature. He emphasized that just because BellSouth determines an issue is "working according to the baselined requirements" does not negate the fact that it is still a "defect" to the CLECs.</p> <p>Terrie Hudson (BST) explained that these definitions are a result of our vendor contracts with our IT suppliers.</p>
	<p>ACTION ITEM (BELLSOUTH) - There needs to be a "common" definition of defects.</p>
	<p>ACTION ITEM (CLECs/BELLSOUTH) - Separate Defects from Expedites</p>
	<p>ACTION ITEM (CLECs/BELLSOUTH) - Segment response time based on the "severity" of the defect.</p>
	<p>Woody Roe (Albion-Connect) reemphasized that the CLECs do not want a "fix" several releases and versions later. He stated that he needs the fix to occur on the release that's impacted or the current API, depending on severity.</p>
	<p>ACTION ITEM (BELLSOUTH) - Need "fixes" to occur on the current API that's impacted.</p>

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
<p>4. RELEASE MANAGEMENT MILESTONES (i.e., documentation, testing)</p>	<p>Woody Roe (Albion-Connect) discussed that there is a big need for standardizing the Release calendar to include the following:</p> <ul style="list-style-type: none"> • Dates of Releases • Rolling Release Schedule • Lifecycles identified for each release • Identify Documentation that is to be associated with each release <p>Terrie went on to explain that Business Rules drive the Requirements. Currently, user requirements are reviewed with the CLECs.</p> <p>Jill Williamson (AT&T) explained that there is a concern that the CLECs are being told to go through their Account Teams regarding requirements questions, and are not receiving the appropriate responses. She went on to clarify that in her opinion, Account Teams should be contacted for interpretation of current Business Rules, but all future enhancements and associated Business Rules should go through CCP.</p> <p>Terrie Hudson (BST) reemphasized that it is BellSouth's goal to provide firm Release milestones which should ensure that documentation is more timely.</p> <p>In addition, final documentation will continue to be posted 30 days prior to a Release.</p> <p>Terrie summarized by saying that BellSouth is working to provide for an improved structure for Release milestones and should communicate any changes as soon as they are discovered.</p>
	<p>ACTION ITEM (BELLSOUTH) - Provide BST Release Milestones and Communicate deliverables slippage.</p>

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October 17, 2000

CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
<p>5. Change the format of the BellSouth Business Rules for Local Ordering (BBR-LO) guide.</p>	<p>Bill Grant (Telcordia) discussed the need for the implementation of a "matrix" format for the BBR-LO, similar to the way it was presented in an earlier Version 9A. Bill provided an example of this format and will send a "soft" copy to Change Control to provide to CLEC community for review. Bill explained that the current structure is not conducive to programming and coding work because it requires too much manual manipulation and translation.</p> <p>Kathy Rainwater (BST) expressed her concern that the CLECs may be using the Business Rules for coding and that is not what they are designed for. She explained that the Business Rules document should be used for "How to issue an LSR", not to "code" from.</p> <p>Woody Roe (Albion-Connect) asked if there was a way for BellSouth to get the data elements and "matrix format" into a database for the CLECs to be able to manipulate more freely.</p> <p>Terrie Hudson (BST) asked if any CLECs would like to share or partner in the cost of a database solution for documentation. Woody Roe (Albion-Connect) stated that he thought he could make a serious case for sharing cost since his company would ultimately save money due to the extra work it is causing them to incur to translate the current document structure.</p> <p>Kathy Rainwater (BST) proposed that BellSouth leave the BellSouth Business Rules for Local Ordering (BBR-LO) in its current format, and start providing the User Requirements in the "matrix" format. In addition, Kathy also asked the CLEC's if she should continue to pursue the change request that was submitted to CCP dealing with splitting up the documents into several documents.</p>
	<p>ACTION ITEM (BELLSOUTH) - Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for the document, preferably in a "matrix" format.</p>
<p>6. CODING CHANGES - 30 days is not sufficient time for CLECs to make coding changes. Need the Business Rules sooner. 30 days is sufficient for M&P changes only.</p>	<p>Terrie Hudson (BST) proposed to the CLECs that with the current Release 9.0, BellSouth will provide user requirements as soon as possible, however going forward, BellSouth will investigate providing "draft" requirements 90 days in advance and "Final" requirements 45 days prior to a Release.</p>
	<p>ACTION ITEM (BELLSOUTH) - BellSouth will investigate the possibility of providing "draft" requirements 90 days in advance and "Final" requirements 45 days prior to a Release.</p>

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October 17, 2000

CCP Process Improvement Meeting

MEETING MINUTES

Agenda Items	Discussion
<p>7. ADDITIONAL TOPICS SUBMITTED BY AT&T.</p>	<ul style="list-style-type: none"> • CR0171 - AT&T's marked up version of the CCP <p>Terrie Hudson (BST) suggested that the CLECs take this "marked up" version of the Process and come to a consensus and present back to the CCP.</p> <p>Jill Williamson (AT&T) will coordinate a meeting with the CLEC participants of Change Control to discuss the document.</p> <p>Tyra Hush (Worldcom) asked that BellSouth be a participant in this CLEC review meeting of the CCP document changes. Valerie Cottingham agreed that CCP would be represented in the review meeting.</p>
	<p>ACTION ITEM (CLECs) - Review the "marked-up" version of the CCP Process document (provided by AT&T). Come to consensus on changes and present back to CCP.</p>
	<ul style="list-style-type: none"> • BellSouth's use of the Change Control Process <p>Jill Williamson (AT&T) explained that she would like clarification on BellSouth's view of the CCP process and how can the CLECs be ensured that BellSouth is following the process.</p> <p>Tyra Hush (Worldcom) also agreed with Jill's concern and would like to ask BellSouth to share with the CLECs their internal processes vs. the external "published" process.</p> <p>Jill Williamson (AT&T) stated that the CLECs also need to understand how BellSouth develops their release schedule and what happens if the CLEC disagrees; how can that be resolved.</p>
	<p>ACTION ITEM (BELLSOUTH) - BellSouth will present its internal vs. external Change Control process at the next CCP Improvement Meeting.</p>
	<ul style="list-style-type: none"> • Process for inclusion of non-OBF standard requests <p>Jill Williamson (AT&T) explained that they need to know what is the procedures in developing the OBF vs. non-OBF standard.</p> <p>Tyra Hush (Worldcom) stated that there are many times when the CLECs do not want to wait till an issue gets OBF approval. There may be instances where an issue should be acted on and may go to OBF later.</p> <p>An additional concern was voiced by Quintessent that Terrie Hudson's organization needs to have a contact to facilitate questions that come up during testing. (i.e. business rules interpretation) Terrie Hudson (BST) will consider ways to improve this process.</p>
<p>8. OTHER</p>	<p>Terrie Hudson (BST) announced that effective November 1, 2000, the Electronic Interface support group will move under her new organization along with the Testing Group</p>

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October 17, 2000
CCP Process Improvement Meeting
MEETING MINUTES

Agenda Items	Discussion
<u>SUMMARY OF ACTION ITEMS</u>	<ul style="list-style-type: none"> • BellSouth - Revision History should be attached to associated Carrier Notification Letters. • BellSouth - Determine who initiates a change request when identified by a CLEC and Account Team. • BellSouth - There needs to be a "common" definition of defects. • BellSouth/CLECs - Separate Defects from Expedites. • BellSouth/CLECs - Segment response time based on the "severity" of the defect. • BellSouth - Need "fixes" to occur on the current API that's impacted. • BellSouth - Provide BST Release Milestones and Communicate deliverables slippage. • BellSouth - Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for documentation, preferably in a "matrix" format. • BellSouth - Investigate the possibility of providing "draft" requirements 90 days in advance and "Final" requirements 45 days prior to a Release. • BellSouth - BellSouth will present its internal vs. external Change Control process at the next CCP Improvement Meeting. • CLECs - Review the "marked up" version of the CCP Process document (provided by AT&T). Come to consensus on changes and present back to CCP.
NEXT MEETING - November 1, 2000	Location: Crown/Ravinia Hotel, Atlanta Georgia 9:00 AM EST - NOON - Room to be announced

Change Control Process Review Meeting
October 27, 2000

Attendees:

Anthony Zerillo, Birch Telecom
Valerie Cottingham, BellSouth
Cheryl Story, BellSouth
Tyra Hush, WorldCom
Christin Hudson, XO Communications
Rae Dupraw, Empower
Sherian Lively, Trivergent
Jill Williamson, AT&T
Jay Bradbury, AT&T
Steve Murray, Rhythms
Tammi Swinson, Anderson Consulting
Sandy Evans, Sprint
Peggy Rehm, Nightfire
Bill Grant, Telcordia
Kate Cooper, EFTIA
Mary Conquest, ITC Deltacom

Jill began the meeting by grouping the changes in the redlined document into 8 major categories:

1. Defect/Expedite
2. Prioritization
3. New Interfaces / Retirements
4. Escalation
5. Dispute Resolution
6. Changing the Process
7. Testing Environment
8. Milestones and Notifications

1. Defects/Expedites

The present definition is:

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

The CLEC's agreed that that this definition does not adequately cover the scope of a defect. An interface can be working per baseline business requirements and in accord with published documentation and still not provide the CLEC with a usable process. Tyra (WorldCom) suggested some additional language to be incorporated into the current

definition - - or where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data. (insert on page 34)

The CLECs indicated they were in agreement with all of the other changes proposed related to D/E on pages 29-41.

The number in the Develop Workaround box on page 36 for the L interval, should be 4 days, not 3.

Valerie (BellSouth) expressed a concern about the Step 3 item on page 31 "If request is valid, update Change Request status to 'V' for Validated Exception/Expedite and indicate the appropriate Impact Level." The team agreed to drop "and indicate the appropriate Impact Level" as this does not apply in our proposed process - impact levels will only apply to defects.

Valerie also requested clarification on page 38 (in Step 3) about the strike of "If training issue, refer to CSM or Account Team." The agreed upon change was "If there is a CLEC training issue, refer the request to CSM or Account Team."

On page 39 (in Step 3) the CLECs suggested an additional Sub-process Activity bullet:

- If a change request is reclassified from feature change to defect (either initially, or after having been reclassified from defect to feature change) it will enter the process at Step 4 and be subject to the interval guidelines stated there.

2. Prioritization

The CLECs indicated they were in agreement with AT&T's proposed changes on pages 42-44, and 25-27. In addition the CLECs suggested that BellSouth could provide more valuable information in advance of the Change Review Meetings that would enhance the CLEC's prioritization voting. These items included:

- Order of magnitude sizing estimates
- Remaining capacity available in future releases, etc.

These would appear as additional bullets on page 43 and on page 25 (step 4 & 5).

3. New interfaces / Retirements

There was discussion of voting/not-voting on new interfaces when submitted as type 4 (BLS) or type 5 (CLEC) - there will be no voting on a type 4 and there will be voting on the introduction of new interfaces for Type 5 requests. If a CLEC wants to avoid voting on a Type 5, it should submit the request through its Account Team or as a BFR. It was agreed BLS could make new interface introductions at any monthly status meeting.

Regarding retirements, BellSouth agreed to submit them as Type 4 changes.

The CLECs agreed to add a paragraph on the retirement of a "version" of an interface/software. The purpose would be to provide intervals and parameters for the submission and implementation of a new software version.

4. Escalation

The CLECs agreed with the proposed changes in the revised CCP document.

BellSouth wanted a reversion to the original language for the last bullet on page 46 - CLECs agreed.

5. Dispute Resolution

The CLECs indicated agreement with the proposed changes.

6. Changing the Process

The CLECs indicated agreement with the proposed changes.

7. Testing Environment

The CLECs indicated agreement with the proposed changes.

8. Milestones and Notifications

The milestones and notification language was changed to distinguish between documentation changes, changes to existing functionality and upgrade of software versions.

Other

On Page 7, training material examples - Class on how to file an LSR / Web TAFI / Web LENS / Training vs. M&Ps / (BellSouth manages training separately from M&P development)

Add a Testing Processes bullet on page 8; BellSouth to clarify their Testing Support bullet

Change order of bullets 2,1,3 on page 22 - show 45 days for Final Software requirements & specifications (change to 45 days on page 28 also)

The CLECs accepted BellSouth's request for a two-week notice to have SMEs at Monthly Status Meetings (page 24)



November 1, 2000

CCP Process Improvement Meeting
MEETING MINUTES

MEETING NAME	MINUTES PREPARED BY:	DATE PREPARED
CCP PROCESS IMPROVEMENT	Steve Hancock - Change Control Team	11/03/00
Crowne Plaza/Ravinia Hotel - Oakwood Room		

Participants/Attendees

PARTICIPANT	COMPANY
Terrie Hudson	BST - NCS/CS
Valerie Cottingham	BST - CCP
Cheryl Storey	BST - CCP
Steve Hancock	BST - CCP
Bill Grant	Telcordia
Stuart Walters	Network One
Jill Williamson	AT&T
Kevin McCall	BST - NCS/CS
Kathy Rainwater	BST - NCS/CS
Marsha Lees	SBC-Telecom
Rebecca Brouillet	Andersen Consulting
John Duffey	FL - PSC
Woody Roe	Albion-Connect
Anthony Zerillo	Birch Telecom
Phyllis Burt	Quintessent

PARTICIPANT	COMPANY
Rick Woodhouse	KPMG
Graham Watkins	KPMG
Kristen Hudson	XO
Doye Mote	BST - NCS/CS
Stephanie Smith	dset
Yvette Brown	espire
Rae Dupraw	Mpower
Sheriann Lively	Trivergent
Tyra Hush	Worldcom
Judy Novo	Mpower
Steve Murray	Rhythms
Kim Gillette-Hoskins	Quintessent
James Hunter	KPMG
Peggy Rehm	Nightfire
Brian Rutter	KPMG

Meeting Information History

DATE	START TIME	END TIME
11/01/00	9:00 AM EDT	12 NOON EDT

MEETING PURPOSE

To better understand the CLEC's needs with regard to the Change Control Process and to address action items from the October 17 meeting.

November 1, 2000

CCP Process Improvement Meeting MEETING MINUTES

Agenda Items	Discussion
<p>Review Action Items identified by CLECs/BellSouth at the 10-17-00 CCP Process Improvement meeting.</p>	<p>ACTION ITEM (BELLSOUTH) – Revision History should be attached to associated Carrier Notification Letters (Documentation).</p> <p>Status: Currently, BellSouth cannot commit to providing a “complete” revision history attached to the appropriate documentation letter 30 days from implementation.</p> <p>The “revision summary” is the last step completed when constructing the business rules. It would be very difficult if not impossible to accurately capture all of the changes that may ultimately be in the documentation that is changing.</p> <p>BellSouth could, however provide a “global” review of what areas will be impacted in the customer notification letter.</p>

Jill Williamson (AT&T) stated that 30 days notice is not enough time for coding changes and it would be helpful if BellSouth could indicate whether there is impact to “coding” in these letters. Kathy Rainwater (BST) responded that this kind of impact is given in subsequent letters outlining the “system/s” impacted. She also reiterated that effective immediately, all documentation changes are being funneled through CCP.

– Effective November 1, for new documentation changes, BellSouth will state on the Customer Notification Letter whether the change is related to a system release or a documentation defect. Note: Some customer notification letters that post after 11/1 may not meet this commitment because the notification was enroute.

ACTION ITEM (BELLSOUTH) – Determine who initiates a change request when identified by a CLEC and Account Team.

Status: a) If an issue is discussed between the CLEC and their Account Team and BellSouth confirms that the issue is a defect, either in the electronic interface or in documentation, BellSouth will initiate a Type 6 change request through the Change Control Process.

b) If an issue is discussed between the CLEC and their Account Team and the issue is determined to be an enhancement or “feature”, the Account Team will refer the CLEC to their appropriate CCCM to initiate a Type 5 Change request and send through the Change Control process.

November 1, 2000

CCP Process Improvement Meeting

MEETING MINUTES

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - There needs to be a "common" definition of defects.</p> <p>Status: During the CLEC Process document review call on 10-27, the CLECs took the existing definition in the CCP Process document and added verbiage to include " where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data".</p> <p>*BellSouth committed to review the "updated" marked up version of the CCP process document and provide a response by the next CCP Process Improvement meeting.</p>
	<p>ACTION ITEM (BELLSOUTH/CLECs) - Separate Defects from Expedites.</p> <p>Status: Jill Williamson (AT&T) discussed that the CLECs had identified a need for separating defects from expedites. The CLECs have proposed that a new section be created for Exception/Expedites, thus separating an expedited request from a defect.</p> <p>BellSouth expressed concern that the current "proposed" language for an exception is broad and could allow for misuse. BellSouth would ask that the CLECs and BellSouth look at ways to "tighten up" this language.</p> <p>*BellSouth committed to review the "updated" marked up version of the CCP process document and provide a response by the next CCP Process Improvement meeting.</p>
	<p>ACTION ITEM (BELLSOUTH/CLECs) - Segment response time based on the "severity" of the defect.</p> <p>Status: Jill Williamson (AT&T) explained that the CLECs had identified new response time intervals based on the "severity" of the defect in their process review meeting on 10-27.</p> <p>*BellSouth will review this "updated" marked up version and provide a response by the next CCP Process Improvement meeting.</p>

November 1, 2000

**CCP Process Improvement Meeting
MEETING MINUTES**

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - Need "fixes" to occur on the current API that's impacted.</p> <p>Status: TAG currently has nine (9) versions of the APIs in production supporting three (3) different platforms: Sun Solaris, Windows NT and HP. This means that there are 27 different APIs currently in production. If a defect occurs, the correction is made in the next available release (TCIF 7 and/or 9) because the defect may not be discovered until months after a release has been in production. Currently, TAG is averaging a Release per month. It is impractical and cost prohibitive to go back and propagate a change into potentially nine (9) versions of the APIs, simply because the APIs would expire long before the IT vendor could possibly schedule and incorporate a change.</p>
	<p>ACTION ITEM (BELLSOUTH) - Provide BST Release milestones and communicate deliverables slippage.</p> <p>Status: BellSouth is committed to providing milestones for Releases. Milestones were provided at the 10-25 monthly status meeting call with the CLECs.</p> <p>For slippages, BellSouth indicated that the owner of the slippage would provide the notification quickly to Change Control. BellSouth is continuing to explore new ways of posting these notifications quicker such as a new "expedited" notice process that is now in place to get customer notifications processed quicker.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) - If BellSouth discovers that documentation will be slipped, Change Control will communicate the customer notification letter appropriately updating the reasons for the slippage.</i></p>

November 1, 2000

**CCP Process Improvement Meeting
MEETING MINUTES**

Agenda Items	Discussion
	<p>Tyra Hush (Worldcom) will be providing BellSouth with an example of another ILEC's release milestones for review.</p> <p>Jill Williamson (AT&T) asked BellSouth how far in the future would release information be provided. In addition, AT&T asked if BellSouth would implement quarterly releases. BellSouth responded that it is their goal to offer fewer, more robust releases with more features.</p> <p>BellSouth discussed that their plans are to roll-out new internal processes by the end of November. BellSouth will present these changes to the CLECs at the next CCP meeting. The internal process to be presented will include the flow of CLEC notification. In addition, the internal Release planning will also be changing and the 2001 schedule will be present to the CLECs at the next CCP meeting.</p>
	<p>ACTION ITEM (BELLSOUTH) - Evaluate documentation needs for provisioning vs. Requirements (Coding). Investigate an electronic solution for documentation, preferably in a "matrix" format.</p> <p>Status: BellSouth will continue pursuing an "electronic solution" for documentation/requirements and will be providing an update at the next CCP meeting. The "matrix" example that was provided by Telcordia will be used as a guide.</p>
	<p>ACTION ITEM (BELLSOUTH) - Investigate the possibility of providing "draft" requirements 90 days in advance and "final" requirements 45 days prior to a Release.</p> <p>Status: BellSouth is investigating internal process to have requirements provided earlier. An update will be provided at next CCP process improvement meeting.</p>
	<p>Jill Williamson (AT&T) explained that 90 days for "draft" requirements was not sufficient for major changes and would need 180 days.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) - The CLECs would request that BellSouth provide "draft" requirements 90 days in advance for minor enhancements to existing versions, and 180 days in advance for major release changes.</i></p>
	<p><i>NEW ACTION ITEM (BELLSOUTH/CLECs) - BellSouth will communicate the time intervals that will need to occur for CLEC Test Environment requirements to be received by the CLECs in a timely manner. Albion/Connect will provide summary of concerns and recommendations of timelines as it relates to the CLEC Test environment.</i></p>

November 1, 2000

CCP Process Improvement Meeting

MEETING MINUTES

Agenda Items	Discussion
	<p>ACTION ITEM (BELLSOUTH) - BellSouth to present its internal vs. external change control process after a change request is "prioritized".</p> <p>Status: BellSouth is currently looking at ways to streamline its internal processes and will be presenting its recommendations at the next CCP process improvement meeting.</p> <p>BellSouth would also request that the CLECs provide more detail on their change requests which will greatly reduce clarification and help facilitate the turnaround of these requests.</p> <p>BellSouth also illustrated to the CLECs that the current environment suggests that depending on the system impacted, dictates how BellSouth can implement change requests. Discussions are ongoing between BellSouth and their IT vendors to improve the delivery of changes concurrently.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) - BellSouth will begin discussing all "New" Change Requests in the Monthly Status Meetings. BellSouth SME's will be available during the discussion and the Originator of each new Change Request will need to discuss their request with the team.</i></p>
	<p>ACTION ITEM (CLECs) - Review the "marked up" version of the CCP process document (provided by AT&T). Come to consensus on changes and present back to CCP.</p> <p>Status: Jill Williamson (AT&T) facilitated a meeting on 10-27 with the CLECs to review this "marked up" version and reach a consensus on its recommendation to BellSouth. BellSouth will review these changes and will provide its response by the next scheduled CCP process improvement meeting.</p>
	<p><i>NEW ACTION ITEM (AT&T) - Jill Williamson will provide updated "marked up" version of the CCP process document and the minutes from the 10-27 meeting to Change Control for distribution to the CLECs.</i></p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) - BellSouth will provide a report of internal changes that have a positive impact and improve performance for CLECs, but do not require coding. These changes improve "flow-through" in BellSouth and would require no vote by the CLECs.</i></p>
	<p>Jill Williamson (AT&T) explained that BellSouth internal releases could negatively impact the CLECs and the CLECs may want to test before the release goes in.</p>
<p>2. Additional discussion topics</p>	<p>CR0171 - AT&T's marked up version of the CCP Process document. (Addressed in earlier action item)</p>

November 1, 2000

**CCP Process Improvement Meeting
MEETING MINUTES**

Agenda Items	Discussion
	<p>PROCESS FOR APPEALING BELLSOUTH'S RELEASE SCHEDULE - Jill Williamson (AT&T) stated that if the CLECs understand the size and the scope of releases, they will be glad to work with BellSouth on "re-arranging" changes.</p>
	<p>PROCESS FOR INCLUSION OF NON-OBF STANDARD REQUESTS - Jill Williamson (AT&T) stressed the need to find a way to push "non-OBF" approved requests through the change control process. BellSouth suggested that the issue be discussed in a monthly status meeting with the appropriate SME to review. This will allow both parties to talk through the issue and decide collectively whether it can be worked.</p>
	<p><i>NEW ACTION ITEM (BELLSOUTH) - BellSouth will propose a process on how we would collectively evaluate a non-OBF standard request.</i></p>
<p>3. NEW ISSUES</p>	<p>Jill Williamson (AT&T) discussed that a new process needs to be implemented that will allow the CLECs to vote on rejecting a change request before it is prioritized for implementation at a Change Review Meeting. This would give the CLECs the opportunity to say that they do not want an issue implemented when it negatively impacts them.</p>
	<p><i>NEW ACTION ITEM (AT&T) - Jill Williamson will add verbiage around creating a new process for CLECs to vote on rejecting a change request before it is prioritized for implementation. This will be added to the "marked up" version of the Change Control process document.</i></p>
<p>SUMMARY OF ACTION ITEMS</p>	<ul style="list-style-type: none"> • BellSouth - Effective November 1, for documentation changes, BellSouth will state on the Customer Notification Letter whether the change is related to a system release or a documentation defect. Note: Some customer notification letters that post after 11/1 may not meet this commitment because the notification was enroute.
	<ul style="list-style-type: none"> • BellSouth - If BellSouth discovers that documentation will be slipped, Change Control will communicate the customer notification letter appropriately updating the reasons for the slippage.
	<ul style="list-style-type: none"> • BellSouth - BellSouth to provide "draft" requirements 90 days in advance for minor enhancements to existing versions, and 180 days in advance for major release changes.

November 1, 2000

CCP Process Improvement Meeting

MEETING MINUTES

Agenda Items	Discussion
	<ul style="list-style-type: none"> BellSouth - BellSouth will communicate the time intervals that will need to occur for CLEC Test Environment requirements to be received by the CLECs in a timely manner.
	<ul style="list-style-type: none"> Albion/Connect - To provide summary of concerns and recommendations of timelines as it relates to the CLEC Test Environment.
	<ul style="list-style-type: none"> BellSouth - BellSouth will begin discussing all "New" change requests in the monthly status meetings. BellSouth SMEs will be available during the discussion and the originator of each new request will need to discuss their request with the team.
	<ul style="list-style-type: none"> AT&T - AT&T will provide update "marked up" version of the CCP process document and the minutes from the 10-27 meeting to Change Control for distribution to the CLECs.
	<ul style="list-style-type: none"> BellSouth - BellSouth will provide a report of internal changes that have a positive impact and improve performance for CLECs, but do not require coding. These changes improve "flow-through" in BellSouth and would require no vote by the CLECs.
	<ul style="list-style-type: none"> BellSouth - BellSouth will propose a process on how they would collectively evaluate a non-OBF standard request.
	<ul style="list-style-type: none"> AT&T - AT&T will add verbiage around creating a new process for CLECs to vote on rejecting a change request before it is prioritized for implementation. This will be added to the "marked up" version of the Change Control process document.
NEXT MEETING - December 7, 2000	Location: BellSouth Conference Center 1:00 - 4:00 PM EST - Room to be announced

-----Original Message-----

From: Change.Control@bridge.bellsouth.com
{mailto:Change.Control@bridge.bellsouth.com}
Sent: Tuesday, December 05, 2000 5:55 PM
To:
Subject: ID: "Marked Up CCP Document" - BellSouth Response

CLECs,

Attached is BellSouth's response to the CLEC's "Marked Up" CCP Document.

This document will be used in the discussion during the CCP Process Improvement meeting in Atlanta on December 7. This document is also referenced in change request - CR0151.

If you are planning to attend this meeting in person, please bring a copy with you. Also, please be aware that this document is marked up in color and the BellSouth responses are in "Orange".

If you have any questions, please let us know.

Thanks.

Change Control Team

----- Distributed Message -----

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to
List Manager /ml,mail6a with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.



CHANGE CONTROL PROCESS

CCP8_23.DOC

VERSION 2.0

~~AUGUST 23~~OCTOBER 27, 2000

DECEMBER 5, 2000

Issued: ~~10/27/00 9/15/00 8/23/00~~ 12/05/00

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

Docket No. 2000-465
JMB-21
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JMB-21
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Issued: ~~08/23/00~~ ~~9/15/00~~ 10/27/00 12/05/00

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

VERSION CHANGE HISTORY

This section list changes made to the baseline Electronic Interface Change Control Process document since the last issue. New versions of this document may be obtained via BellSouth's Web site.

Version	Issue Date	Section Revised	Reason for Revision
1.0	04/14/98		Initial issue.
1.2	2/28/00	All	The EICCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> - Multiple Change Request Types (CLEC Initiated, BST Initiated, Industry Standards, Regulatory and System Outages) - Incorporated manual process - Defined cycle times for process intervals and notifications - Defect Notification process - Escalation Process - Modified Change Control forms to support process changes - Changed EICCP to CCP
1.3	3/14/00	All	The CCP Documentation has been modified to incorporate: <ul style="list-style-type: none"> - Type 6 Change Request, CLEC Impacting Defect - Increased number of participants at Change Review meetings - Changed cycle time for Types 2-5 Step 3 from 20 days to 15 days - Defined Step 4 of the Defect Notification process to include communicating the workaround to the CLEC community - Web Site address for Change Control Process - Notification regarding the Retirement and

			<p>Introduction of new interfaces</p> <ul style="list-style-type: none"> - New status codes for Defect Change Requests - New status codes: 'S' for Scheduled Change Requests and 'I' for Implemented Change Requests (types 2-5 Change Requests) - Removed reference to EDI Helpdesk. Electronic Communications Support (ECS) will be the first point of contact for Type 1 System Outages. - Word changes to provide clarification throughout the document.
1.4	4/12/00	All	<p>The CCP Documentation has been modified to incorporate:</p> <ul style="list-style-type: none"> - Type 1 and 6 Notifications will be communicated to CLECs via e-mail and web posting - Step 3 Cycle Time (Types 2-5) changed from 15 business days to 20 business days - Verbiage to Step 10 (Types 2-5) regarding BellSouth presenting baseline requirements - Introduction and Retirement of New Interfaces Section - Dispute Resolution Process - Testing Environment Section - Word changes to provide clarification throughout the document - Monthly Status Meeting Agenda Template - RF1870 Change Request Form changes
1.5	4/26/00	Section 1 Section 8 Section 11	<ul style="list-style-type: none"> - Updated CCP web site address - Updated Escalation Contacts for Types 2-6 - Added definitions for Account Team and Electronic Communications Support (ECS)
1.6	7/20/00	Section 1 Section 2	<ul style="list-style-type: none"> - Added "testing" under process changes - Clarification provided in "Change Review Participants" documentation

			Participants" description.
	Section 4		- Added statement regarding submittal of Change Requests
	Part 2		- Clarification provided for documentation changes for business rules
			- Step 2-Added email notification
			- Step 3-Removed "Cancellation by BellSouth"
			- Step 3-Clarification on reject reasons
	Section 5		- Step 3-Clarification on internal validation activities
			- Step 4-Changed cycle time from 5 to 4 bus days for develop workaround
			- Added defect implementation range
	Section 6		- Changed prioritization from "by interface" to "by category"
			- Changed timeframe for receiving a Change Request prior to a Change Review Meeting from 33 to 30 business days
			- Modified the prioritization voting rules
	Section 7		- Updates to the Introduction and Retirement of Interfaces
			- Added Type 6 escalation turnaround time
	Section 8		- Changed 3 rd Level Escalation contacts for Types 2-6
	Section 11		- Removed "Cancellation by BellSouth" and "Defect Cancelled" definitions
			- Removed "Cancellation by BellSouth" from Change Request Form and Checklist
	Appendix A		- Added Letter of Intent Form
			- Changes to the following forms: Preliminary Priority List, CCP User Registration Form. Added the following forms: Defect Notification Sample, CR Log Legend.
	Appendix C		
	Appendix D		- Added BellSouth Versioning Policy

		All	Word changes to provide clarification throughout the document.
2.0	08/23/00	Cover	- Removed "Interim" from cover.
		Section 3	- Updated Type 6 definition to incorporate new defect and expedited feature definitions.
		Section 5	- Replaced Section 5, Defect Notification Process with a "Draft" Defect/Expedite Notification Process. - Reduced the implementation interval for validated defects (High Impact) from 4 - 30 business days to 4 - 25 business days, best effort.
		Section 10	- Added Internet Web sites for EDI and TAG Testing Guidelines
		Section 11-Terms & Definitions	- Updated definition for Defect. Added definitions for Expedited Feature, High, Medium and Low Impacts.
		Appendix A	- Modified Change Request Forms (RF1870 and RF1872) to include email address for Change Control. Also added High, Medium and Low Assessment of Impact Levels.
		All	- Referenced the handling of expedites and expedite notification where appropriate.

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1.0 INTRODUCTION

This document establishes the process by which BellSouth Telecommunications (BST) and Competitive Local Exchange Carriers (CLECs) will manage requested changes to the BellSouth Local Interfaces, the introduction of new interfaces, and provide for the identification and resolution of issues related to Change Requests. This process will cover Change Requests that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification. This process shall be referred to as the Change Control Process.

All parties should recognize that deviations from this process might be warranted where unanticipated circumstances arise such that strict application of these guidelines may not result in their intended purpose. Furthermore, deviations may be required due to specific regulatory and business requirements. Parties shall provide appropriate web notification to the CLEC/BST Change Control Team participants prior to deviating from the processes established within this document. All parties will comply with all legal and regulatory requirements.

The Change Control Process will cover change requests for the following interfaces and associated manual processes that have the potential to impact the interfaces connected to BellSouth:

- Local Exchange Navigation System (LENS)
- Electronic Data Interchange (EDI)
- Telecommunications Access Gateway (TAG)
- Trouble Administration Facilitation Interface (TAFI)
- Electronic Communications Trouble Administration (EC-TA) Local
- CLEC Service Order Tracking System (CSOTS)

The types of changes that will be handled by this process are as follows:

- Software
- Hardware
- Industry Standards
- Product and Services (i.e., new services available via the in-scope interfaces)
- New or Revised Edits
- Process (i.e., electronic interfaces and manual processes relative to order, pre-order, maintenance and testing)
- Regulatory
- Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, training materials and job aids); (BellSouth cannot support)
- Defects/Expedites

The scope of the Change Control Process **does not** include the following:

The scope of the Change Control Process does not include the following which are handled through existing BellSouth processes:

- BonaFide Requests (BFR)
- Production Support (i.e. adding new users to existing interfaces, existing users requesting first time use of existing BST functionality)
- Contractual Agreements
- Collocation
- ☐ Testing Support (i.e. negotiating/coordinating test agreements and dates)(Agree to remove)
- Issue Resolution/Questions (i.e. questions associated with interface functionality, interpreting documentation)(Agree to remove)
- Coordination of test agreements will continue to be supported by the Account Team(Agree to accept)
- Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a Change Request should be submitted to the Change Control Team.(Agree to accept)

- Change Requests of this nature will be handled through existing BellSouth processes.(Revised and accepted above)

OBJECTIVES OF THE CHANGE CONTROL PROCESS:

- Support the Industry guidelines that impact Electronic Interfaces and manual processes relative to order, pre-order, maintenance, and billing as appropriate
- Ensure continuity of business processes and systems operations
- Establish process for communicating and managing changes
- Allow for mutual impact assessment and resource planning to manage and schedule changes
- Capability to prioritize requested changes

The minimum requirements for participation in the Change Control Process electronically are:

- Word 6.0 or greater
- Excel 5.0 or greater
- Internet E-mail address
- Web access

The web site address for the Change Control Process is as follows:

<http://www.interconnection.bellsouth.com/>
Select "Local Exchange Carriers"
Select "Change Control Process"

2.0 CHANGE CONTROL ORGANIZATION

The Change Control organizational structure supports the Change Control Process. Each position within the organization has defined roles and responsibilities as outlined in the Change Control Process Flow - Section 4 of this document. Identified positions, along with associated roles and responsibilities are as follows:

Change Review Participants. Representatives from Competitive Local Exchange Carriers (CLECs) and BellSouth. This team meets to review, prioritize, and make recommendations for Candidate Change Requests. The Candidate Change Requests are used as input to the Internal Change Management Processes (refer to process step 7 for Types 2-5 changes).

CLECs and BellSouth will define points of contact in each of their companies for communicating and coordinating change notification. All change requests are made in writing (e-mail is preferred). Notifications will be provided via e-mail and posted to the BellSouth web site.

Each company may bring the number of participants necessary to represent their position. If the number of participants grows to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.

BellSouth Change Control Manager (BCCM). The BCCM is responsible for managing the Change Control Process and is the main point of contact for Types 2 – 6 changes. This individual maintains the integrity of the Change Requests, prepares for and facilitates the Change Review Meetings, presents the Pending Change Requests to the BST Internal Change Management Process, and ensures that all Notifications are communicated to the appropriate parties.

CLEC Change Control Manager (CCCM). The CCCM is the CLEC point of contact for Change Requests. This individual is responsible for presenting and prioritizing Change Requests at the Change Review Meetings.

Release Management Project Team. A team of CLEC and BellSouth Project Managers who manage the implementation of scheduled changes and releases.

3.0 CHANGE CONTROL DECISION PROCESS

Change requests will be classified by Type. There are six Types:

Type 1 – System Outage

A Type 1 change is a BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface. If the System Outage is not resolved within 20 minutes, a notification will be provided via e-mail and posted to the web within one hour. Either BellSouth or a CLEC may initiate the change request. Type 1 system outages will be processed on an expedited basis. All Type 1 System Outages will be reported to the Electronic Communications Support (ECS) Help Desk. A Type 1 System Outage is a condition where the CLEC Pre-Orders/Orders/Queries/Maintenance Requests cannot be submitted or will not be accepted by BellSouth.

Type 2 – Regulatory Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority, or state and federal courts are Type 2 changes. Regulatory changes are not voluntary but are requisite to comply with newly passed legislation, regulatory requirements, or court rulings. While timely compliance is required, the systems requirements and methodology to achieve compliance are usually discretionary and within the scope of change management. Either BellSouth or a CLEC may initiate the change request. Type 2 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3. (Does not apply to Expedited Feature process)

Type 3 – Industry Standard Change.

Any non-Type 1 change to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines are Type 3 changes. Either BellSouth or a CLEC may initiate the change request. Type 3 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part3. (Does not apply to Expedited Feature process.)

Type 4 – BellSouth Initiated Change.

Any non-Type 1 change affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord. These changes might involve system enhancements, manual and/or business processes. These type changes might also

include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). Type 4 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.(BellSouth Agrees)

Type 5 – CLEC Initiated Change.

Any non-Type 1 change affecting interfaces between the CLEC's and BellSouth's operational support systems which the CLEC requests BellSouth to implement is a Type 5 change. These changes might involve system enhancements, manual and/or business processes. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require clarification. This classification does not include changes imposed upon these interfaces by third parties such as regulatory bodies (which are Type 2 Changes) or standards organizations (which are Type 3 Changes). Type 5 changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.(BellSouth Agrees)

Type 6- CLEC Impacting Defects/Expedites.(Agree to Remove)

A defect is a(agree to add)ny non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BellSouth has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects. Type 6 validated changes/defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

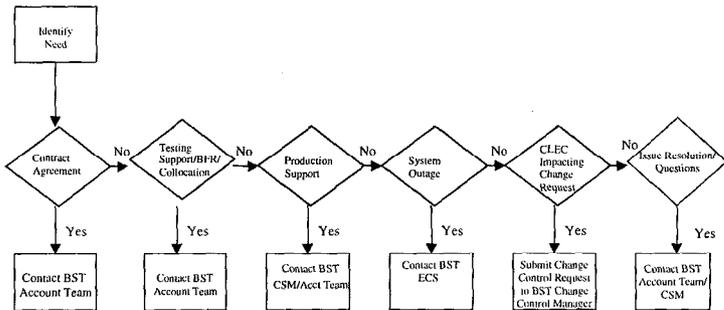
An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface.(Agree to remove)

The CLEC and/or BellSouth may initiate defectthese types of (Agree to remove) changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.

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Figure 3-1 shows the top-level process that will be used to evaluate Change Requests. The BellSouth Account Team(s) will handle BFR requests and production support issues. Enhancements and defects/expedites will be handled through the Change Control Process.

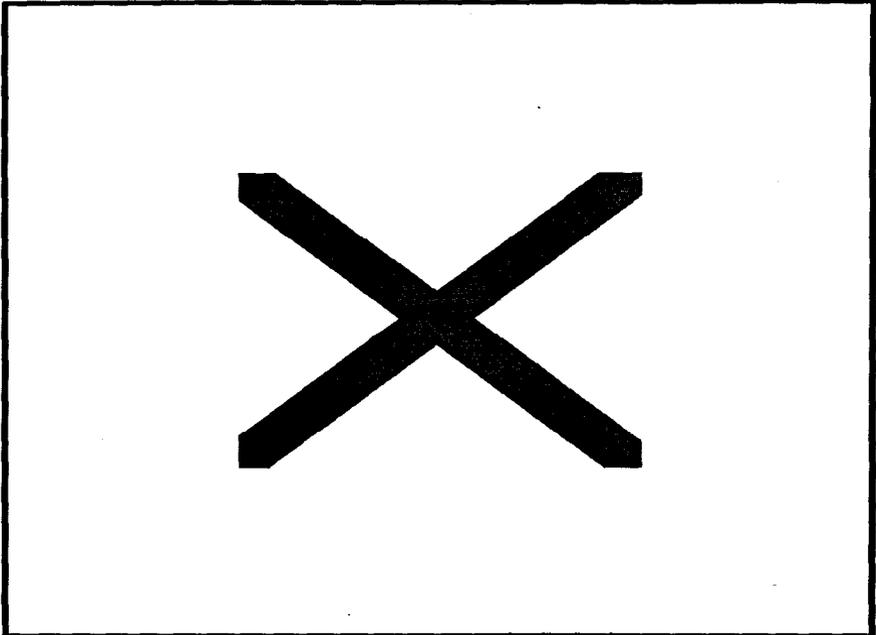


[No change was made to this figure, an error in the revision marking process resulted in its accidental modification/deletion.]

Figure 3-1. Change Control Decision Process

4.0 CHANGE CONTROL PROCESS FLOW

The following two sub-sections describe the process flows for typical Type 1 through Type 5 changes. Each sub-section will describe the cycle times for an activity and document accountability, sub-process activities, inputs and outputs for each step in the process. Section 5 of this document describes the process flow for Type 6 changes. Based on the categorization of the request, the following diagram will help guide a CLEC or BellSouth representative to the appropriate process flow based on Change Control Request Type:



[No change was made to this figure, an error in the revision marking process resulted in its accidental modification/deletion.]

Figure 4-1. Change Control Process Flow

Part 1 - Type 1 Process Flow

Figure 4-2 provides the process flow for resolving a typical Type 1 - System Outage. The Electronic Communications Support (ECS) Group will work with the CLEC community to resolve and communicate information about system outages in a timely manner - actual cycle times are documented in table 4-1 and the sub-process steps. The ECS Helpdesk number is 888-462-8030.

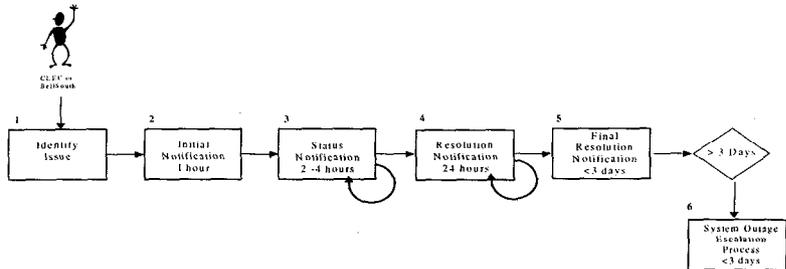


Figure: 4-2. Type 1 Process Flow

Table 4-1 describes the cycle times for each process step that is outlined in the Type 1 - System Outage Process Flow. These cycle times represent typical timeframes for completing the documented step and producing the desired output for the step. In sub-process step 2 "Initial Notification" timeframe for completing this step does not begin until after the outage has been reported. The sub-process steps 3 "Status Notification" and 4 "Resolution Notification" are iterative steps. Iterative steps will be performed one or more times until the exit criteria for that process are met. If resolution is not reached within 20 minutes, BellSouth will provide the initial notification to the CLEC community via e-mail and post outage information on the web.

Table 4-1. Type 1 Cycle Times

Process Description	1 Identify Issue	2 Initial Notification	3 Status Notification	4 Resolution Notification	5 Final Resolution Notification	6 Escalation
Cycle Time	N/A	1 hour E-mail & BST Website will be posted if outage exceeds 20 minutes	2 - 4 hours (Iterative)	24 hours (Iterative)	< 3 days	> 3 days System Outage Escalation Process

Note: The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.

The table below details the steps, accountable individuals, tasks, the inputs/outputs and the cycle time of each sub-process in the Type 1 Process Flow. This process will be used to capture and communicate system outage information, status notification(s), resolution and notification(s), and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 4-2. Type 1 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM ECS	<p>IDENTIFY ISSUE:</p> <ol style="list-style-type: none"> Internally determine if outage exists with BellSouth Electronic Interface. (The CLEC should perform internal outage resolution activities to determine if the potential problem involves the BellSouth Electronic Interface). Call the BST Electronic Communications Support (ECS) help desk at 888-462-8030. ECS and individual CLEC will determine if the problem is likely to have no impact on the industry. If there is no impact, the outage will be worked on a bilateral basis. ECS will <u>provide the CLEC with a trouble ticket number and record and track the outage.</u> ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage. 	<p>INPUTS:</p> <ul style="list-style-type: none"> Issue Characteristics Call to ECS Helpdesk <p>OUTPUTS:</p> <ul style="list-style-type: none"> Recorded Outage 	N/A
2	ECS	<p>INITIAL NOTIFICATION:</p> <ol style="list-style-type: none"> ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will also be distributed. The CLEC initiating the Type 1 System Outage will need to be available for communications on an 	<p>INPUTS:</p> <ul style="list-style-type: none"> Recorded Outage <p>OUTPUTS:</p> <ul style="list-style-type: none"> Industry Notification posted on Web E-mail to CLECs participating in Change Control 	1 Hour If System Outage is not resolved within 20 minutes, a notification

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		as needed basis. 3. ECS will continue to work towards the resolution of the problem 4. If outage is resolved, this notice is the first and final notification. The process for the item has ended. Outage Information will be reported in the monthly status meeting by the BCCM.		will be sent to CLECs via e-mail and posted to the web.
3	ECS	<u>STATUS NOTIFICATION: (ITERATIVE)</u> 1. If the outage is not resolved, ECS will continue to work towards the resolution on the problem. 2. ECS may communicate with the industry / affected parties. The following information may be discussed: <ul style="list-style-type: none"> • Clarification of outage • Current status of resolution • Agreement of resolution 3. If a resolution has not been identified continue giving status notifications to the industry and continue repeating Step 3 "Status Notification" via the web. 4. Proceed to Step 4 "Resolution Notification" when a resolution has been identified.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Industry Notification posted on Web <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Status Notification posted on Web • Resolution information 	2-4 hour intervals
4	ECS CCCM	<u>RESOLUTION NOTIFICATION: (ITERATIVE)</u> 1. The resolution notification is posted to the Web. 2. If the item is determined to be a defect/expedite, the CLEC that initiated the call will submit a "Change Request Form" checking the Type 6 box. 3. If the resolution is not the final resolution the process will loop back to Step 3 "Status Notification". BellSouth will continue to work towards the final resolution. 4. When the final resolution has been	<u>INPUTS:</u> <ul style="list-style-type: none"> • Status Notification posted on Web • Resolution information <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Resolution Information posted on Web • Final Resolution Information 	24 hours after reporting outage

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		created, proceed to Step 5 "Final Resolution Notification".		
5	ECS	<u>FINAL RESOLUTION NOTIFICATION:</u> 1. The final resolution notification is posted on the Web.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Final Resolution Information <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Final Resolution Notification 	< 3 days
6	CCCM ECS	<u>ESCALATION</u> 1. Escalation is appropriate anytime the interval exceeds the recommended guidelines for notification. 2. Refer to the Type 1 - Escalation Process documented in Section 8.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Information or concern relating to a Type 1 - Systems Outage <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Documented Escalation • Escalation Response 	> 3 days (The Escalation Process may be used at any time within Steps 3-6 if cycle times are not met and/or responses are not acceptable.)

Part 2 – Types 2-5 Process Flow

Figure 4-3 provides the process flow for reviewing, scheduling and implementing a typical Type 2-5 Change Request. The process diagram applies to Change Requests submitted via the Change Control Process. Change Requests should be submitted to the BellSouth Change Control Manager using the standard Change Request form template. This template can be acquired on the Change Control web page. Change Requests may be submitted for interfaces that are currently being utilized, in the testing phase, or if a Letter of Intent is on file with the BCCM.

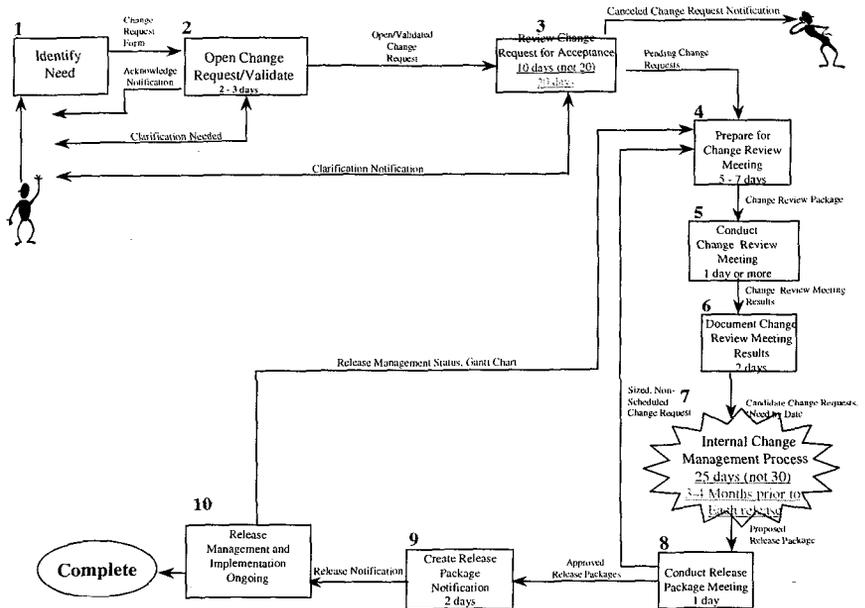


Figure 4-3. Change Control Process Flow

Based on the process flow outlined above:

- For the implementation of new features or modification of current functionality, ~~Final Software Release Notifications requirements and specifications~~ will be provided ~~30-45~~ calendar days or more in advance of the implementation date.
- For the implementation of new features or modification of current functionality, ~~Draft requirements and specifications for software releases or systems modifications~~ will be provided to CLECs 90 calendar days or more in advance of the implementation date.
- For the implementation of a new software version, final requirements and specifications will be provided to CLECs 180 calendar days or more in advance of the implementation date.
- All additions and changes to any BellSouth ~~Documentation changes that do not impact CLEC software, for including business rules changes,~~ will be provided to CLECs 30 calendar days or more in advance of implementation date.

-
- Draft user requirements for software releases will be provided to CLECs NLT 90 calendar days in advance of the release implementation date.
 - Final user requirements for software releases will be provided to CLECs NLT 45 calendar days in advance of the release implementation date.
 - Notification for the implementation of a new TCIF map will be provided NLT 180 calendar days in advance of the release implementation date. BellSouth will begin working jointly with the CLECs in the development of the User Requirements for a new TCIF map NLT 180 calendar days in advance of the release implementation date.
 - Draft user requirements for the implementation of a new TCIF map will be provided to the CLECs NLT 120 calendar days in advance of the release implementation date.
 - Final user requirements for the implementation of a new TCIF map will be provided to CLECs NLT 60 calendar days in advance of the release implementation date. To accommodate changes that may be necessary as a result of design, construction, and testing efforts, BellSouth will distribute the user requirements at least once a month until one (1) month beyond implementation of the new TCIF map.
 - All additions and changes to BellSouth business rule documentation will be provided to CLECs NLT 30 calendar days in advance of the release implementation date.

CLEC notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date. (Agree to Remove)

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<p><u>IDENTIFY NEED</u></p> <ol style="list-style-type: none"> Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. Attach related requirements and specification documents. (See Attachment A-1A, Item 22) Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Change Request Form (Attachment A-1) Change Request Form Checklist (Attachment A-1A) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form with related documentation 	N/A
2	BCCM	<p><u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u></p> <ol style="list-style-type: none"> Log Request in Change Request Log. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. Establish request status ('N' for New Request) Review change request for mandatory fields using the Change Request Form Checklist. Verify Change Request specifications and related information exists. Send Clarification Notification via email to the originator (Attachment A- 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Completed Change Request Form with related documentation Change Request Form Checklist Change Request Clarification Response <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> New Change Request Acknowledgment Notification Validated Change Request Clarification Notification Industry Notification via e- 	2-3 Bus Days Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		4) if needed. 7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. CLEC or BellSouth Originator If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).	mail and web posting	
3	BCCM	<u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u> 1. Review Change Request and related information for content. 2. Change Request reviewed for impacted areas (i.e., system, manual process, documentation) and adverse impacts. 3. Determine status of request: <ul style="list-style-type: none"> • If change already exists or <u>CLEC training issue or training issue</u> (Agree to remove) forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is accepted, update Change Request status to "P" for Pending in Change Request Log. NOTE: See Section 9.0 Terms and Definitions – Change Request Status for valid status codes and descriptions. <u>If BellSouth feels that a CLEC initiated change request should not be accepted because of cost, industry direction or because it is believed not technically feasible to implement, BellSouth will open an agenda item on the next monthly status</u>	<u>INPUTS:</u> <ul style="list-style-type: none"> • New Change Request • Validated Change Request • Clarification Notification (if required) <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Pending Change Request • Clarification Notification (if required) • Cancellation Notification (if required) • CR status updated on web 	20-10 Bus Days 20 Bus Days

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p>meeting/call, and will provide a SME on that call to present its case. With input from other participating CLECs, and subsequent to BellSouth's presentation, BellSouth and the originating CLEC will determine the disposition of the request. BellSouth shall consider all possible options for accommodating the request.</p> <p>If BellSouth determines that a CLEC initiated change request should not be accepted because of cost, industry direction or because it is considered not technically feasible to implement, BellSouth will open an agenda item on the next monthly status meeting/call, and will provide a SME on that call to present its case. BellSouth shall consider all possible options for accommodating the request.</p> <p><u>OBF Issues</u> All issues that are being actively discussed at OBF or are on the agenda to be discussed will be deferred. If the issue is not active and will not be considered within the next six (6) months, BellSouth will address the issue.</p> <p>4.BST may reject the change request based on the following reasons: cost, industry direction or technically not feasible to implement and will provide notification to the originating party.(Agree to Remove)</p> <p>Prior to rejecting a request, all options for accommodating the request will be exhausted. The rejection reason will be shared with the CLECs for input.(Agree to Remove)</p> <p>NOTE: If requested, appropriate SME will participate in the Monthly Status Meeting to address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status</p>		

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		Meeting.		
4	BCCM CCCM	<p><u>PREPARE FOR CHANGE REVIEW MEETING</u></p> <p>NOTE: These activities take place to prepare for Change review meetings when prioritizations take place.</p> <p><u>BCCM</u></p> <ol style="list-style-type: none"> 1. Prepare an agenda. 2. Make meeting preparations. 3. Update Change Request Log with current status for new and existing Change Requests. 4. Prepare and post Change Request Log to web. 5. <u>Provide size and scope information on each pending change request to CLECs.</u> (Agree to accept) <p><u>CCCM</u></p> <ol style="list-style-type: none"> 1. Analyze Pending Change Requests. 2. Determine priorities for change requests and establish "Desired/Want" dates. 3. Create draft Priority List to prepare for Change Review meeting. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Pending Change Request Notifications • Project Release Status (Step 10) • Change Request Log <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List • Size and scope on each Pending change request 	5-7 Bus Days
5	BCCM CCCM	<p><u>CONDUCT CHANGE REVIEW MEETING</u></p> <p><u>Monthly Status Meetings</u></p> <ol style="list-style-type: none"> 1. Communicate regulatory mandates. 2. Review status of pending/approved Change Requests (including defects/expedites) at monthly status meeting. 3. Review current Release Management statuses. 4. <u>Review issues and action items and assign owners.</u> (Agree to Accept) 5. <u>Present new change requests submitted since previous Monthly Status Meeting.</u> (Agree to Accept) 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • Change Request Log • CLEC Draft Priority List • Desired/Want Dates • Impact analysis • Size and scope on each Pending change request <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Meeting minutes • Updated Change Request Log • Candidate Change Request List • Issues and Actions Items (if required) 	<p>1 Bus Day (or as needed based on volume)</p> <p>Meeting Day</p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>Prioritization Meetings (held as needed based on published release schedule) (held quarterly in March, June, September and December)</u> (Agree to accept)</p> <ol style="list-style-type: none"> Follow Steps 1-3 from Monthly Status Meetings. Initiators present Change Requests. BellSouth presents size and scope of each change request and potential release package combinations. BellSouth presents size and scope of each change request. Discuss Impacts. Prioritize Change Requests. Develop final Candidate Requests list of Pending Change Requests by category, 'Need by Dates' and prioritized Change Requests. Update Change Request Log to 'CRC' for Change Review Complete, 'RC' for Candidate Request List, as appropriate. Review issues and action items and assign owners. 		
6	BCCM	<p><u>DOCUMENT CHANGE REVIEW MEETING RESULTS</u></p> <ol style="list-style-type: none"> Prepare and distribute outputs from Step 5. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Change Request Log Final Candidate Request List <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Updated Change Request Log Web posting of meeting output 	2 Bus Days
7	BCCM CCCM	<p><u>INTERNAL CHANGE MANAGEMENT PROCESS</u></p> <ol style="list-style-type: none"> Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities only (Agree to remove) to the Candidate Change Requests that meet the criteria established by the Internal Change Management Process. 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> Candidate Change Request List with agreed upon 'Need by Dates' Change Request Log <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> BellSouth's Proposed 	<p>30-25 Bus Days 3-4 months prior to each major release. (Internal will</p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>Management Process (Agree to Remove) This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.</p> <p><u>2. Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached for each future release.</u> (Agree to Add: 'for the next release' - Delete: each future release)</p> <p><u>3. All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.</u> (Remove - BellSouth cannot support)</p>	<p>Release Package (two scenarios)</p> <ul style="list-style-type: none"> • <u>CLEC analysis.</u> (Agree to add) 	<p>vary as a result of design, construction, and testing efforts.)</p>
8	BCCM CCCM	<p><u>CONDUCT RELEASE PACKAGE MEETING</u></p> <ol style="list-style-type: none"> 1. Prepare agenda. 2. Make meeting preparations. 3. Evaluate proposed release schedule. 4. <u>Non-scheduled Change Requests returned to Step 4 as Input for the "Prepare for Change Review Meeting" process.</u> 4. (BELLSOUTH recommends the following two (2) scenarios: a) Non-scheduled Change Requests will need to be re-prioritized at the next Change Review Meeting along with new pending requests to accommodate changes in the Industry's business requirements. (Return to Step 4) or b) Prioritize only the new "Pending CR's" since the last Change Review Meeting and incorporate rankings into the overall prioritization list. CLECs, based on group consensus, may request re-ranking of all non-scheduled CR's.) 5. Based on BST/CLEC consensus 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> • BellSouth's Proposed Release Package (two scenarios). • BellSouth's Release Schedule • Change Request Log • <u>CLEC analysis</u> (Agree to add) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> • Approved Release Package • Updated Change Request Log • Meeting Minutes • Scheduled Change Requests • <u>Non-Scheduled Change Requests (Return to Step 4 (BellSouth cannot support))</u> • Date for initial Release Management Project Meeting <u>for newly established releases.</u> (BellSouth for 	1 Bus Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>create Approved Release Package (s) and schedules. <u>During this step if supported by consensus the group may shift scheduled changes among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability.</u> Based on BST/CLEC consensus determine which scenario should be implemented. Create the Approved Release Package and schedule.</p> <p>6. Identify Release Management Project Manager, if possible.</p> <p>7. Establish date for initial Release Management Project Meeting <u>for newly established releases.</u>(for the next release)</p> <p>8. All Change Requests that are in the approved scheduled release (s)(Remove) will be changed to "S" status for "Scheduled".</p>	<p>next release – Delete: for newly established releases)</p>	
9	BCCM	<p><u>CREATE RELEASE PACKAGE NOTIFICATION</u></p> <p>1. Develop and distribute Release Notification Package via web.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> Approved Release Package (s)(Remove) <p>OUTPUTS:</p> <ul style="list-style-type: none"> Release Package Notification 	2 Bus Days after Release Package Mtg.
10	BCCM (Project Managers from each participating company)	<p><u>RELEASE MANAGEMENT AND IMPLEMENTATION</u></p> <p>1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B).</p> <p>2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings.</p> <p>3. BellSouth Business Requirements <u>for software changes</u>(Agree to accept) will be presented to CLECs. If needed, changes will be incorporated and requirements re-baselined.</p> <ul style="list-style-type: none"> <u>For new features or changes to existing functionality.</u> Draft 	<p>INPUTS:</p> <ul style="list-style-type: none"> Approved Release Package Notification <p>OUTPUTS:</p> <ul style="list-style-type: none"> Project Release Status Implementation Date Project Plan, Work Breakdown Schedule, Risk Assessment, Executive Summary, etc <u>Draft Specifications and Requirements</u> <u>Final Specifications and Requirements</u> Documentation Changes 	Ongoing

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
		<p><u>Specifications and Requirements will be provided NLT 90 days in advance of Implementation.</u></p> <ul style="list-style-type: none"> • Draft User Requirements for software release will be provided to the CLECs NLT 90 calendar days in advance of the release implementation date. • <u>For new features or changes to existing functionality, Final Specifications and Requirements will be provided NLT 3045 days in advance of Implementation.</u> • Final User Requirements for software releases will be provided to the CLECs NLT 45 days in advance of the release implementation date. • <u>For the implementation of a new software version, final requirements and specifications will be provided to CLECs 180 days or more in advance of the implementation date</u> • Notification for the implementation of a new TCIF map will be provided NLT 180 calendar days in advance of the release implementation date. BellSouth will begin working jointly with the CLECs in the development of the User Requirements for a new TCIF map NLT 180 calendar days in advance of the release implementation date. • Draft user requirements for the implementation of a new TCIF map will be provided to the CLECs NLT 120 calendar days in advance of the release implementation date. • Final User Requirements for the implementation of a new TCIF 	<ul style="list-style-type: none"> • Implemented Change Request • Draft User Requirements • Final User Requirements • Documentation Changes 	

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>map will be provided to CLECs NLT 60 calendar days in advance of the release implementation date. To accommodate changes that may be necessary as a result of design, construction, and testing efforts, BellSouth will distribute the user requirements at least once a month until one (1) month beyond the implementation of the new TCIF map.</p> <ul style="list-style-type: none"> • <u>Implementation will occur NLT 6 months from the date of the prioritization of each change request.</u> (BellSouth cannot support) <p>4. <u>BellSouth Documentation changes, including business rule changes will be provided.</u> (Agree to add)</p> <ul style="list-style-type: none"> • <u>All such changes will be provided NLT 30 days in advance of Implementation.</u> • All additions and changes to BellSouth business rule documentation will be provided to CLECs NLT 30 calendar days in advance of the release implementation date. • <u>Implementation will occur NLT 90 days from the date of the prioritization of each change request.</u> (BellSouth cannot support) <p>5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.</p>		

Part 33 – Types 2-5 Exception/Expedited Feature Process

Situations may arise from time to time that require exception treatment for Type 2-5 changes or a Type 6 Defect Change that has been reclassified as a feature change request. An expedited feature request is made to correct the inability of a CLEC to process certain types of orders to BellSouth due to a lack of programming on BellSouth's side of the interface. An exception may involve the extension of the normal intervals for the implementation of a Type 2-5 change.

These situations will be addressed using the following Exception/Expedited Feature Process. As each situation will likely be unique, this process provides the framework in which the CCP members will make the necessary consensus decisions to achieve implementation of the feature in an exception/expedited manner.

Figure 4-4 provides the process flow for the validation and resolution of a Type 2-5 Exception/Expedited Feature Change.

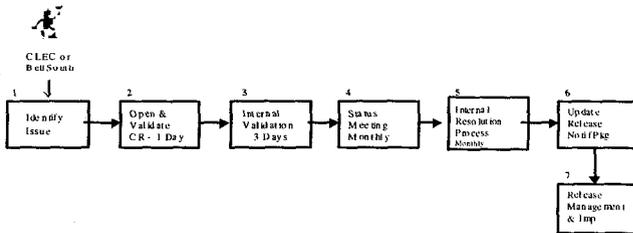


Figure 4-4. Type 2-5 Exception/Expedited Feature Process

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 2-5 Exception/Expedited Feature Process. This process will be used to validate exceptions/expedites, provide status notification(s) and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table -4-4. Type 2-5 Exception/Expedited Feature Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	<p>CCCM</p> <p>BCCM</p>	<p>IDENTIFY NEED</p> <ol style="list-style-type: none"> Identify Exception/Expedite. Originator and CCCM or BCCM complete the standardized Change Request Form indicating that it is an Expedite Candidate. Include description of business need and details of business impact. Attach related requirements and specification documents. These attachments should include the following, if available: <ul style="list-style-type: none"> PON OCN Specific scenario Interface(s) affected Error message (if applicable) Release or API version (if applicable) Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team. 	<p>INPUTS:</p> <ul style="list-style-type: none"> Type 2-5 Change Request Reclassified Type 6 Change Request Exception/Expedited Request <p>OUTPUTS:</p> <ul style="list-style-type: none"> Completed Change Request Form (with related documentation if necessary) 	N/A
2	<p>BCCM</p>	<p>OPEN & VALIDATE EXPEDITE FORM FOR COMPLETENESS</p> <ol style="list-style-type: none"> Log Exception/Expedite in Change Request Log. Send Acknowledgment Notification via email to initiating CLEC. 	<p>INPUTS:</p> <ul style="list-style-type: none"> Completed Change Request Form (with related documentation if necessary) <p>OUTPUTS:</p>	1 Bus Day

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>2-3. Establish CR status ('N' for New Exception/Expedite). 3-4. BCCM reviews change request for mandatory fields using the Change Request Form Checklist. 4-5. Verify specifications and related information exists. 5-6. Send Clarification Notification via email to the originator if needed. 6-7. Update CR Status to 'PC' for Pending Clarification if clarification is needed.</p> <p><u>If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.</u></p>	<ul style="list-style-type: none"> • <u>New Exception/Expedite</u> • <u>Acknowledgment Notification</u> • <u>Clarification Notification (if required)</u> 	
3	<u>BCCM</u>	<p>INTERNAL VALIDATION</p> <ol style="list-style-type: none"> 1. <u>Validate that it is an Exception/Expedite.</u> 2. <u>Perform internal exception/expedite analysis.</u> 3. <u>Determine status of request:</u> <ul style="list-style-type: none"> • <u>If request duplicates existing change request, forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled.</u> • <u>Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification.</u> • <u>If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed.</u> • <u>If request is valid, update Change Request status to 'V' for Validated Exception/Expedite and indicate appropriate Impact Level.</u> • <u>If issue does not qualify for exception/expedited treatment, re-classify as a standard feature change, provide supporting information via email to the originator for review and</u> 	<p>INPUTS:</p> <ul style="list-style-type: none"> • <u>New Exception/Expedite</u> <p>OUTPUTS:</p> <ul style="list-style-type: none"> • <u>Validated Exception/Expedite</u> • <u>Exception/Expedite notification to CLEC community via e-mail and web posting</u> • <u>Clarification Notification (if required)</u> • <u>Cancellation Notification (if required)</u> 	3 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p><u>feedback. The Change Request will exit the exception/expedite process flow and enter Types 2-5 normal process flow at Step 3.</u></p> <p><u>NOTE: See Section 11.0 Terms and Definitions – Expedite Status for valid status codes and descriptions.</u></p> <p><u>Exception/Expedite notification will be provided to CLEC community via e-mail and web posting.</u></p>		
4	<p><u>BCCM</u> <u>CCP Members</u></p>	<p><u>MONTHLY STATUS MEETING</u></p> <ol style="list-style-type: none"> <u>1. Provide status of Exception/Expedite.</u> <u>2. Solicit CLEC/ BST input.</u> <u>3. Reach consensus as to disposition.</u> <u>4. Update Exception/Expedite information as needed.</u> 	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> <u>• Exceptions/Expedites Received</u> <u>• Change Request Log</u> <u>• Exception/Expedite Analysis</u> <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> <u>• Updated status</u> <u>• Updated Change Request Log</u> <u>• Meeting minutes</u> 	<p><u>Monthly or when status changes, whichever occurs first.</u></p>
5	<p><u>BCCM</u></p>	<p><u>INTERNAL RESOLUTION PROCESS</u></p> <ol style="list-style-type: none"> <u>1. Schedule and evaluate Exceptions/Expedites based on capacity and business impacts to the CLECs and BellSouth.</u> <u>2. Provide status updates to the CLEC community via email as the status changes until the exception/expedite is implemented.</u> <p><u>Exceptions will be implemented in the release determined by the consensus reached in Step 4.</u></p> <p><u>Expedites will be implemented in the current, next release, or point release, best effort, as determined by the consensus of the CCP Members at the Monthly Status Review Meeting.</u></p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> <u>• CLEC/ BST input</u> <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> <u>• Exceptions/Expedites Release Schedule</u> 	<p><u>Monthly or when status changes, whichever occurs first.</u></p>

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
6	BCCM	<p>UPDATE RELEASE PACKAGE NOTIFICATION</p> <ol style="list-style-type: none"> 1. <u>Update and distribute release notification package via web.</u> 2. <u>All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".</u> <p><u>Note: The release notification will be published in a timely manner, based on the release constraints associated with the expedite.</u></p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • <u>Exception/Expedite Feature Information</u> <p>OUTPUTS:</p> <ul style="list-style-type: none"> • <u>Updated Release Package Notification</u> • <u>Scheduled Change Request</u> 	<p>Based on <u>release constraints for expedites (may be less than 30 days).</u></p>
7	BCCM	<p>RELEASE MANAGEMENT AND IMPLEMENTATION</p> <p><u>The following release management activities will pertain to Type 2-5 Exception/Expedited Feature changes:</u></p> <ol style="list-style-type: none"> 1. <u>Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</u> 2. <u>BellSouth business requirements will be presented to CLECs for expedited features (if applicable). If needed, changes will be incorporated and requirements re-baselined.</u> 3. <u>Once an Exception/Expedited Feature Change is implemented in a release, the status will be changed to "I" for Change Implemented.</u> 	<p>INPUTS:</p> <ul style="list-style-type: none"> • <u>Approved Release Package Notification</u> <p>OUTPUTS:</p> <ul style="list-style-type: none"> • <u>Project Release Status</u> • <u>Implementation Date</u> • <u>Implemented Change Request</u> 	<p>Ongoing</p>

PART 3 – EXPEDITED FEATURE PROCESS

An Expedited Feature is the inability for a CLEC to process certain types of LSR's based on the existing functionality to BellSouth's Operational Support Systems (OSS's) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:

- A defect that has been re-classified as a feature where the CLEC has determined should be expedited due to impact
- An enhancement to an existing product or service where the CLEC has determined should be expedited due to impact

Re-classified Defects

When a defect is re-classified as a standard feature, the CLEC will be notified by Change Control in the standard defect validation. The CLEC will have the ability to ask BellSouth to expedite the reclassified standard feature by updating the Change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 process using agreed upon intervals. The rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

Enhancement to an existing product or service

A CLEC/BellSouth will also have the ability to submit a Type 4-5 change request as an expedited feature request for an enhancement to an existing product or service where the functionality does not currently exist in BellSouth's offered products and services. The rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 which are eliminated.

- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

Figure 4.4 provides the process flow for the expedited feature process.

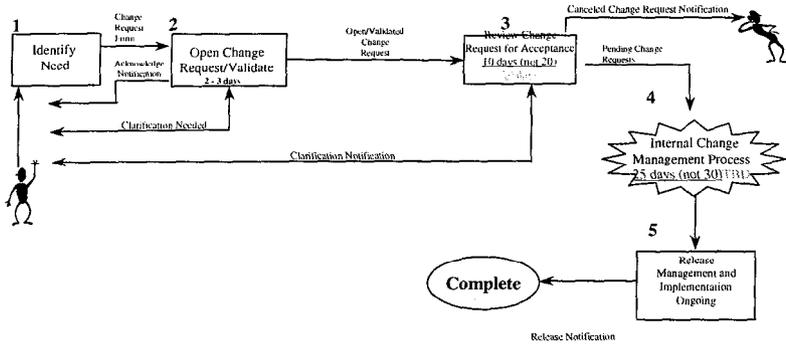


Figure 4.4 – Process Flow for Types 2-5 Expedited Feature Process

The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Change Control process. This process will be used to develop Candidate Change Requests that will be used as input to the Internal Change Management Process. Steps shown in the table are sequential unless otherwise indicated.

Table 4-3. Types 2-5 Expedited Feature Detail Process Flow

Step	Accountability	<u>Sub-processes</u> Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<u>IDENTIFY NEED</u> 1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes. 2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist. 3. Attach related requirements and Attachment A-1A, Item 22. 4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Change Request Form (Attachment A-1) • Change Request Form Checklist (Attachment A-1A) <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Completed Change Request Form with related documentation 	N/A
2	BCCM	<u>OPEN CHANGE REQUEST/VALIDATE CHANGE REQUEST FOR COMPLETENESS</u> 1. Log Request in Change Request Log. 2. Send Acknowledgement Notification (Attachment A-3) via e-mail to originator. 3. Establish request status ("N" for New Request) 4. Review change request for mandatory fields using the Change Request Form Checklist. 5. Verify Change Request specifications and related information exists. 6. Send Clarification Notification via email to the originator (Attachment A-4) if needed. 7. Update Change Request Status to "PC" for Pending Clarification if clarification is needed. <u>CLEC or BellSouth Originator</u> If clarification is needed, make necessary corrections per Clarification Notification and submit Change Request Clarification Response (Attachment A-2).	<u>INPUTS:</u> <ul style="list-style-type: none"> • Completed Change Request Form with related documentation • Change Request Form Checklist • Change Request Clarification Response <u>OUTPUTS:</u> <ul style="list-style-type: none"> • New Change Request • Acknowledgment Notification • Validated Change Request • Clarification Notification • Industry Notification via e-mail and web posting 	1 Bus Day Clarification times would be in addition to cycle time.

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
3	BCCM	<p><u>REVIEW CHANGE REQUEST FOR ACCEPTANCE</u></p> <ol style="list-style-type: none"> Review Change Request and related information for content. Change Request reviewed for impacted area (i.e., system, manual process, documentation) and adverse impacts. Determine status of request: <ul style="list-style-type: none"> If change already exists or CLEC training issue, forward Cancellation Notification (Attachment A-3) to CCCM or BCCM and update status to 'C' for Request Canceled or 'CT' for Training. If Training issue, refer to CSM or Account Team. If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. If request is accepted, update Change Request status to "P" for Pending in Change Request Log. If request does not meet the expedited feature criteria, it will exit this process and enter the standard Types 2-5 flow, Step 4. <p>NOTE: See Section 11.0 Terms and Definitions – Change Request Status for valid status codes and descriptions.</p> <p>If BellSouth determines that a CLEC initiated expedited change request should not be accepted because of cost, industry direction or because it is considered not technically feasible to implement, BellSouth will open an agenda item on the next monthly status meeting/call, and will provide a SME on that call to present its case. BellSouth shall consider all possible options for accommodating the request.</p> <p>NOTE: If requested, appropriate SME will participate in the Monthly Status Meeting to</p>	<p><u>INPUTS:</u></p> <ul style="list-style-type: none"> New Change Request Validated Change Request Clarification Notification (if required) <p><u>OUTPUTS:</u></p> <ul style="list-style-type: none"> Validated Expedited Change Request Clarification Notification (if required) Cancellation Notification (if required) CR status updated on web 	20 Bus Days

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		address the reason for rejection and discuss alternatives with CLEC community. SME must be provided a minimum of two-week advance notice to participate in upcoming Monthly Status Meeting.		
4	BCCM CCCM	<u>INTERNAL CHANGE MANAGEMENT PROCESS</u> 1. Both BellSouth and CLECs will perform analysis, impact, sizing and estimating activities to the Expedited Feature Change Request. This ensures that participating parties are reviewing capacity and impacts to schedules before assigning resources to activities.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Change Request Log <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Release Date for Expedited Feature 	30-25 Still under discussion)
5	BCCM (Project Managers from each participating company)	<u>RELEASE MANAGEMENT AND IMPLEMENTATION</u> 1. Provide Project Management and Implementation of Release (See Release Management @ Appendix B). 2. Lead Project Manager communicates Release Management Project status to BCCM for inclusion in Monthly Status Meetings. 3. BellSouth Business Requirements for software changes will be presented to CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined. 4. BellSouth Documentation changes, including business rules changes will be provided. 5. Once a Change Request is implemented in a release, the status will be changed to "I" for Change Implemented.	<u>INPUTS:</u> <ul style="list-style-type: none"> • Approved Release Package Notification <u>OUTPUTS:</u> <ul style="list-style-type: none"> • Project Release Status • Implementation Date 	Ongoing

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5.0 DEFECT/EMERGENCY CHANGE/EXPEDITE NOTIFICATION PROCESS

5.0 DEFECT PROCESS (Emergency Changes are already addressed as Type 1)

A CLEC/BST identified defect/emergency change~~expedite~~ will enter this process through the Change Management Team as a Type 6 Change Request. If the defect ~~expedite~~ is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.

A CLEC/BST identified defect will enter this process through the Change Management Team as a Type 6 Change Request. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.

CLEC Notification of documentation updates (non-system changes) will be posted 5 (five) business days in advance of documentation posting date.

A **defect** is any non-type 1 change where a BellSouth interface used by a CLEC which is in production and:

- is not working in accordance with the BellSouth baseline business requirements ~~or~~
 - is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. (SPLIT into two bullets)
 - Is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs
 - Is impacting a CLEC's ability to exchange transactions with BellSouth
-
- or where a technical implementation is faulty or inaccurate such as to cause incorrect or improperly formatted data. -REMOVE (BellSouth considers this example a standard feature at which point would follow the Types 2-5 process flow, however if the issue falls under the definition of an "expedited feature", it would follow that process).

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Definition of a defect also This includes errors in documentation, unclear documentation or missing documentation defects.

Definition of a defect also includes errors in documentation, unclear or missing documentation.

~~An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact. AGREE TO REMOVE AND MOVE TO NEW SECTION.~~

Type 6 Defect Change Requests will have three Impact Levels:

- **High Impact**

The failure causes impairment of critical system functions and no electronic workaround solution exists.

~~Expedited features will be treated as High Impact. AGREE TO REMOVE~~

- **Medium Impact**

The failure causes impairment of critical system functions, though a workaround solution does exist.

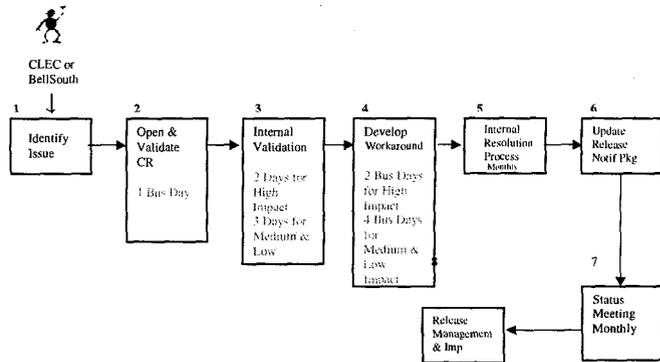
- **Low Impact**

The failure causes inconvenience or annoyance.

Defect Changes identified as High Impact are referred to as **Emergency Changes**. CLECs encountering High Impact defects outside normal business hours (7am – 6pm Eastern) will submit their requests to the Electronic Communications Support (ECS) Group. The ECS Helpdesk number is 888-462-8030. REMOVE – BellSouth can not support.

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Figure 5-1 provides the process flow for the validation and resolution of a Type 6 Change – CLEC Impacting Defect/~~Emergency Change/Expedite~~. Remove the words "Emergency Change/Expedite."



Note: Step 4 (Develop Workaround) does not apply for High Impact Expedites. (Agree to Remove)

[NOTE: The intervals in the boxes above match the intervals in the tables below for High, Medium, and Low Impact defect change requests.]

Figure 5-1. Type 6 Process Flow

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The table below details the steps, accountable individuals, tasks, inputs/outputs and cycle times of each sub-process in the Type 6 Process Flow. This process will be used to validate defects/expedites (Agree to remove), provide status notification(s), workarounds and final resolution to the CLEC community. Steps shown in the table are sequential unless otherwise indicated.

Table 5-1. Type 6 Detail Process Flow

Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
1	CCCM BCCM	<p>IDENTIFY NEED</p> <p>1. Identify Defect/Expedite.(REMOVED) 2-5. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.</p> <p>3-6. Include description of business need and details of business impact.</p> <p>4-7. Attach related requirements and specification documents. These attachments <u>should</u> (must) include the following, <u>if available</u> (REMOVE):</p> <ul style="list-style-type: none"> • PON • OCN • Specific Scenario • Interface(s) affected • Error message (if applicable) • Release or API version (if applicable) <p>4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • Type 6 Change Request <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Completed Change Request Form (with related documentation if necessary) 	N/A
2	BCCM	<p>OPEN & VALIDATE DEFECT/EXPEDITE FORM FOR COMPLETENESS</p> <p>1. Log Defect in Change Request Log.</p> <p>2. Send Acknowledgment Notification via email to initiating CLEC.</p> <p>3. Establish CR status ('N' for New Defect)</p> <p>4. BCCM reviews change request for mandatory fields using the Change Request Form Checklist.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • Completed Change Request Form (with related documentation if necessary) <p>OUTPUTS:</p> <ul style="list-style-type: none"> • New Defect/Expedite • Acknowledgment Notification • Clarification Notification (if required) 	<p>4 hours for High Impact</p> <p>1 Bus Day for all Impact Types</p> <p>1 Bus Day for Medium and Low Impact</p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		5. Verify specifications and related information exists. 6. Send Clarification Notification via email to the originator if needed. 7. Update CR status to "PC" for Pending Clarification if clarification is needed. If clarification is needed, CLEC or BST originator makes necessary corrections per Clarification Notification and submits via email Change Request Clarification Response.		
3	BCCM	<p>INTERNAL VALIDATION</p> <p>1.4. Validate that it is a defect/expedite. 2.5. Perform internal defect/expedite analysis. 3.6. Determine status of request:</p> <ul style="list-style-type: none"> • If change already exists or <u>CLEC training issue</u> or <u>training issue</u> forward Cancellation Notification to CCCM or BCCM and update status to 'C' for Request Cancelled or 'CT' for Training. If Training issue, refer to <u>CSM or Account Team</u>. • If change already exists or CLEC training issue, forward Cancellation Notification to CCCM or BCCM and update status to 'C'. <hr/> <ul style="list-style-type: none"> • Send Clarification Notification via email if needed and update status to 'PC' for Pending Clarification. • If Change Request Clarification Notification not received, validate with CLEC that change request is no longer needed. • If request is valid, update Change Request status to 'V' for Validated Defect/Expedite and indicate appropriate Impact Level. • <u>If request is not validated as a defect and the requesting CLEC does not agree with the response, the CLEC may follow the escalation process to resolve the issue.</u> 	<p>INPUTS:</p> <ul style="list-style-type: none"> • New Defect/Expedite <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Validated Defect/Expedite • Defect/Expedite notification to CLEC community via e-mail and web posting • Clarification Notification (if required) • Cancellation Notification (if required) 	<p>1 Bus Day for <u>High and Medium Impact</u></p> <p>2 Bus Days for <u>High Impact</u></p> <p>3 Bus Days <u>Medium and Low Impact</u></p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<ul style="list-style-type: none"> If CLEC does not agree with the validation, the CLEC may appeal the issue or escalate. Based on detail analysis, BellSouth will reaffirm the impact level that is stated on the request. <hr/> <p>Note: High Impact Expedites will skip Step 4 (Develop Workaround) and be scheduled for the current, next release, or point release, best effort. (REMOVE)</p> <ul style="list-style-type: none"> If the process is operating as specified in the baselined requirements and published business rules, the BCCM will communicate the results via e-mail to the originator to discuss/determine the next step(s). If issue is re-classified as a standard feature change, provide supporting information via email to the originator for review and feedback. The Change Request will exit the defect/expedite (REMOVE) process flow and enter Types 2-5 process flow (enter at Step 3). <p>NOTE: See Section 9.0 Terms and Definitions – Defect/Expedite(REMOVE) Status for valid status codes and descriptions.</p> <p>Defect/Expedite(REMOVE) notification will be provided to CLEC community via e-mail and web posting.</p>		
4	BCCM	<p><u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></p> <ol style="list-style-type: none"> Defect workaround identified. Change Request status changed to “W” for workaround identified. Workaround is communicated via e-mail to originating CLEC and to the CLEC community via e-mail and web 	<p>INPUTS:</p> <ul style="list-style-type: none"> Validated Defect Clarification Notification (if required) <p>OUTPUTS:</p> <ul style="list-style-type: none"> Workaround (if applicable) Clarification Notification (if 	<p>4 Bus Days for Bus Day for High and Medium Impact</p> <p>2 Bus Days for Low Impact</p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>posting(ADDED)</p> <p>4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call.</p> <p>Defect-workaround-notification will be provided to CLEC community via e-mail and web posting.(REMOVE)</p> <p>If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to CLEC community via e-mail and web posting.</p>	<p>required)</p> <ul style="list-style-type: none"> • Cancellation Notification (if required) • E-mail and web posting of workaround 	<p>High Impact</p> <p>4 Bus Days for Low Impact</p> <p>4 Bus Days for Medium and Low Impact</p>
5	BCCM	<p>MONTHLY STATUS MEETING</p> <p>1. Provide status of Defect/Expedite.</p> <p>2. Solicit CLEC/ BST input.</p> <p>3.5. Update Defect/Expedite information as needed.</p> <p>(BELL SOUTH AGREES TO MOVE THIS TO STEP 7)</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> ⇒ Defects/Expedites Received ⇒ Change Request Log ⇒ Defect/Expedite Analysis ⇒ Workaround (if applicable) <p>OUTPUTS:</p> <ul style="list-style-type: none"> ⇒ Updated status ⇒ Updated Change Request Log • Meeting minutes 	<p>Monthly or when status changes, whichever occurs first.</p>
56	BCCM	<p>INTERNAL RESOLUTION PROCESS</p> <p>1.3. Schedule and evaluate Defects/Expedites(REMOVED) based on capacity and business impacts to the CLECs and BellSouth.(ADDED)</p> <p>2.4. Provide status updates to the CLEC community via email as the status changes until the defect/expedite(REMOVED) is scheduled/implemented.(ADDED)</p> <p>NOTE: Validated defects (High Impact) will be implemented within a 4-25 business day range, best effort.(REMOVED)</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • CLEC/ BST input <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Defect/Expedites Release Schedule 	<p>Monthly or when status changes, whichever occurs first.</p> <p>Validated High and Medium Impact defects will be implemented within a 4-10 business day range, best effort.</p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
		<p>Expedites (High Impact) will be implemented in the current, next release, or point release, best effort. (REMOVED)</p>		<p>Validated High Impact Defects will be implemented within a 4-25 business day range, best effort. Medium Impact Defects will be implemented within 90 days. Low Impact defects will be implemented best effort. Low Impact defects will be implemented within a 4 - 20 business day range, best effort. (REMOVE)</p>
67	BCCM	<p>UPDATE RELEASE PACKAGE NOTIFICATION</p> <p><u>4.3.</u> Update and distribute release notification package via web.</p> <p><u>4.4.</u> All Change Requests that are in the approved scheduled release will be changed to "S" status for "Scheduled".</p> <p>Note: The release notification will be published in a timely manner, based on the release constraints associated with the defect/expedite.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> Defect/Expedite (Remove) Feature Information <p>OUTPUTS:</p> <ul style="list-style-type: none"> Updated Release Package Notification Scheduled Change Request 	<p>Based on release constraints for defects/expedite (Removed) (may be less than 30 days).</p>

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Step	Accountability	Sub-processes Activities	Inputs and Outputs	Cycle Time
7	BCCM	<p>MONTHLY STATUS MEETING 5-6. Provide status of Defect. 6-7. Solicit CLEC/ BST input. 7-8. Update Defect/Expedite information as needed.</p> <p>(BELLSOUTH AGREES TO THIS STEP)</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • Defects/Expedites Received • Change Request Log • Defect/Expedite Analysis • Workaround (if applicable) <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Updated status • Updated Change Request Log <p>Meeting minutes</p>	<p>Monthly or when status changes, whichever occurs first.</p>
8	BCCM	<p>RELEASE MANAGEMENT AND IMPLEMENTATION</p> <p>The following release management activities will pertain to Type 6 changes:</p> <p>4. Lead project manager communicates release management project status to BCCM for inclusion in Monthly status meetings.</p> <p>3-5. Once a defect/expedite (REMOVED) is implemented in a release, the status will be changed to "I" for Change Implemented.</p>	<p>INPUTS:</p> <ul style="list-style-type: none"> • Approved Release Package Notification <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Project Release Status • Implementation Date • Implemented Change Request 	<p>Ongoing</p>

6.0 CHANGE REVIEW – PRIORITIZATION – RELEASE PACKAGE DEVELOPMENT AND APPROVAL (Agree to Add)

Part 1 – Change Review Meeting

The Change Review meeting provides the forum for reviewing and prioritizing Pending Change Requests, generating Candidate Change Requests, submitting Candidate Change Requests for sizing, and reviewing the status of all release projects underway. Status update meetings will be held monthly and are open to all CLEC's. Meetings will be structured according to category (pre-order, order, and maintenance, etc.). Prioritization meetings will be scheduled to coincide with the published release schedules. [For non-system impacting changes, there will be a 5 (five)-business day notice for documentation updates.] All additions and changes to BellSouth business rule documentation will be provided to CLECs NLT 30 calendar days in advance of the release implementation date. The prioritization meeting dates will be communicated when the release schedule is published.

During the Change Review Meeting each originator of a Change Request will be allowed 5 (five) minutes to present their Change Request. A question and answer session not to exceed 15 minutes will follow this presentation. After all presentations for a particular category are complete, the prioritization process will begin.

The Change Request Log will be distributed 5 - 7 (five to seven) business days prior to the Change Review meeting. A valid and complete Change Request must be received 30 business days prior to the Change Review Meeting. Change Requests must be accepted and in "Pending" status to be placed on the agenda for the next scheduled meeting.

Note: Status Meetings will occur monthly. Prioritization meetings will be scheduled to ~~coincide with the published release schedules~~ (Agree to remove) occur in March, June, September and December (Agree to quarterly meetings) and will include the monthly status meeting agenda items.

Part 2 – Change Review Package

The Change Review Package will be distributed to all participants 5 – 7 (five to seven) business days prior to the Change Review meeting. The package will include the following:

- Meeting Notice
- Agenda

- Change Request Log (List of Change Requests to be reviewed)
- BellSouth's estimate of the size and scope of each Change Request (Agree to accept)
- Schedule of releases and capacity in each BellSouth can only support providing the 'schedule of the releases')
- Reference to Change Control Process on the BST website (for CLECs not familiar with the process, new CLECs or CLECs that choose to participate after the initial rollout)
- Status Reports from each of the active Release Management Project Teams

Part 3 – Prioritizing Change Requests

Prior to the Change Review Meeting, each participating CLEC should determine priorities for change requests and establish “desired/want” dates. The CLEC should use the Preliminary Priority List form as provided via the web.

Final prioritization will be determined at the Change Review meeting after presentation of the Change Requests for each category.

Prioritization Voting Rules

- CLEC must either be using an interface within a category (i.e. ordering), in the testing phase or have a letter of intent on file with the BellSouth Change Control Management Team to participate in the voting process
- One vote per CLEC, per category
- No proxy voting
- Each company may bring the number of participants necessary to represent their position. If the number of participants grow to be unmanageable, CLECs and BellSouth will revisit the issue of representation to apply some restrictions.
- Forced Ranking (1 to N, with N being the highest) will be used
- CLECs may choose to vote “no” on change requests that may potentially negatively impact its business. If a majority of CLECs vote “no” on any certain change request, that request will not be implemented.
- CLECs may choose to “defer” on voting on change requests that may negatively impact its business. A rating of “defer” will not be counted in the overall rating.
- Votes will be tallied to determine order of ranking
- Changes will be ranked by category
- ~~Manual processes and~~ (Do not delete - BellSouth prefers that Manual CR's follow the same prioritization process as other CR's) Documentation changes (Agree) will be

prioritized separately; however they will need to be synchronized with the electronic interface changes

- Sizing and sequencing of prioritized change requests will begin with the top priority items and continue down through the list until the capacity constraints have been reached (Agree to remove)
- In case of a tie, the affected Changes will be re-ranked and prioritized based on the re-ranking

Example: The top 2 Changes from high to low are E5 and E2, with E1 and E4 tied for 3rd. E1 and E4 would be re-ranked and prioritized according to the re-ranking.

Pre-Order LENS	CLEC 1	CLEC 2	CLEC 3	Total
E1	3	6	1	10
E2	4	2	6	12
E3	6	1	2	9
E4	2	4	4	10
E5	5	5	3	13
E6	1	3	5	9

Part 4 – Developing and Approving Release Packages

Subsequent to the Change Review Meeting BellSouth and the CLECs will each evaluate and analyze the Candidate Change Requests in preparation for the Release Package Meeting that will be held 25 business days later.

Subsequent to the Change Review Meeting, BellSouth and the CLECs will each evaluate and analyze the Candidate Change Requests in preparation for the Release Package Meeting that will be held three (3) to four (4) months prior to each major release.

- Sizing and sequencing of prioritized change requests will begin be accomplished at the Prioritization Meeting. CLECs may take into account the size and scope when prioritizing items with the top priority items and continue down through the list until the capacity constraints for each future release have been reached. (BellSouth accepts)
- BellSouth will develop several variations of release packages to include all of the prioritized requests.
- BellSouth will develop and present two scenarios for the next release. Based on group consensus at the Release Package Meeting, the determination will be made as to which scenario should be implemented. BST/CLEC consensus will be used to create the Approved Release Package and schedule.

- All Candidate Change Requests will be assigned to as many future releases as necessary to complete the assignment process.
- (BellSouth to propose two (2) scenarios) – 1) Unscheduled change requests will need to be re-prioritized at the next Change Review Meeting along with new pending requests to accommodate changes in the Industry's business requirements or 2) Prioritize only the new "Pending" CR's since the last Change Review Meeting. Rankings will be incorporated into the overall prioritization list. CLECs, based on group consensus, may request re-ranking of all non-scheduled CR's.

During the Release Package Meeting BST will present its proposed release packages. BST and CLECs will then vote on the release package or combination of release packages to be implemented. BST/CLEC consensus will be used to create Approved Release Package (s) and schedules. During this step if supported by consensus the group may shift scheduled changes among future releases, cancel changes, etc. as necessary to meet changes in business requirements or resource availability. (BellSouth cannot support)

7.08.0 INTRODUCTION AND RETIREMENT OF INTERFACES

Introduction of New Interfaces

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. BellSouth will seek to conform to the notification process for Type 4 (BellSouth Originated) changes as described in this document. In the event that BellSouth is forced to deviate from the Type 4 (BellSouth Originated) process for new non-impacting interface functionality, BellSouth will notify all CLECs of the deviation as promptly as possible. When a new interface request is submitted, BellSouth will present information on the new interface and hold an open discussion at the next monthly status meeting. A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30-45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community. BellSouth will provide specifications on the interface being developed to the CLEC Community using the timeframes established in Part 4, Section 2. As new interfaces are deployed, they will be added to the scope of this document as appropriate, based on the use by the CLEC community and requested changes will be managed by this process.

BellSouth will introduce new interfaces to the CLEC Community as part of the Change Control Process. A description of the proposed interface will be submitted to the BCCM. The BCCM will add an agenda item to discuss the new interface at the monthly status meeting. BellSouth will be given 30-45 minutes to present information on the proposed interface. If BellSouth requests additional time for the presentation, a separate meeting will be scheduled to review the proposed interface, so that the information can be presented in its entirety. The objective will be to identify interest in the new interface and obtain input from the CLEC community. BellSouth will provide specifications on the interface being developed to the CLEC community. As new interfaces are deployed, they will be added to the scope of this document, as appropriate, based on the use by the CLEC and requested changes will be managed by this process.

Retirement of Interfaces

As active interfaces are retired, BellSouth will notify the CLECs by submitting a Type 4 change request (Remove) through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface. BellSouth will have the discretion to provide shorter notifications (30-60 days) on interfaces that are not actively used

and/or have low volumes. BellSouth will consider a CLEC's ability to transition from an interface before it is scheduled for retirement. BellSouth will ensure that its transition to another interface does not negatively impact a CLEC's business.

BellSouth will only retire interfaces if an interface is not being used, or if BellSouth has a replacement for an interface that provides equal or better functionality for the CLEC than the existing interface.

Retirement of Versions

When software versions are retired, BellSouth will notify the CLECs by submitting a Type 4 change request through the Change Control Process. Once a change request to retire a version of an interface is initiated, BellSouth will present its proposed changes to the CLECs at the next monthly status meeting. BellSouth will make best effort to jointly develop the requirements with the CLECs and will, at a minimum, provide requirements and related software, if applicable, at least six months in advance of putting the new version into production.

Retirement of Versions

When software versions are retired, BellSouth will give the CLECs a 120 day notification.

8.0 ESCALATION PROCESS

Guidelines

- The ability to escalate is left to the discretion of the CLEC based on the severity of the missed or unaccepted response/resolution.
- Escalations can involve issues related to the Change Control process itself.
- For change requests, the expectation is that escalation should occur only after normal Change Control procedures (e.g. communication timelines) have occurred per the Change Control agreement.
- Three levels of escalation will be used.
- For Type 1 issues, the escalation process is agreed to allow BellSouth a one-day turnaround for each cycle of escalation.
- For Types 2-5 issues, the escalation process is agreed to allow BellSouth a five-day turnaround for each cycle of escalation.(Excludes Expedites)
- For Type 6 High and Medium Impact(See next bullet) issues, the escalation process is agreed to allow BellSouth a ~~three~~one-day turnaround to provide a status for each cycle of escalation.
- For Type 6 High Impact issues, the escalation process is agreed to allow BellSouth a two (2) day turnaround to provide a status for each cycle of escalation. For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround to provide a status for each cycle of escalation.
- For Type 6 Low Impact and Type 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation.(See next bullet)
- For Types 4-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation.
- Each level will go through the same Cycle, which is described below.

-
- All escalation communications may be optionally distributed by the CLEC to the industry and BellSouth Change Control e-mail unless there is a proprietary issue.

Cycle for Type 1 System Outages

Contact List for Escalation - ECS Group - Type I Changes

If the originator does not receive a call back from the EC Support Group according to the times specified in this document, they may escalate according to the following list:

Escalation Level	Name and Title	Office Number	Pager Number	Email Address
1st Level	Don Tighe Manager - EC Support Group Interconnection Operations	404-532-2233	1-800-946-4646 PIN 1440050	Don.Tighe@bridge.bellsouth.com
2nd Level	Bruce Smith Operations Director - EC Support Group Interconnection Operations	205-988-7211	1-800-542-3260	Bruce.Smith@bridge.bellsouth.com
3rd Level	Bill Reid Operations Assistant Vice President Interconnection Operations	205-988-1447	1-800-946-4646 PIN 1179523	Bill.C.Reid@bridge.bellsouth.com

NOTE: If a call is escalated without first attempting to contact the ECS Helpdesk, the caller will be referred back to the ECS Helpdesk.

Escalation Cycle for Types 2-6 Change Requests

- Item must be formally escalated as an e-mail sent to the appropriate escalation level within BellSouth with a copy to the industry and BellSouth Change Control e-mail.
- Subject of e-mail must be CLEC (CLEC Name) ESCALATION-CR#, if applicable, Level of Escalation, unless it is proprietary.
- Content of e-mail must include:
 - Definition and escalation of item.
 - History of item.
 - Reason for escalation.
 - Desired outcome of CLEC.
- Impact to CLEC of not meeting the desired outcome or item remaining on current course of action as previously discussed at the Change Control Meeting for enhancements.
- Contact information for appropriate Level including Name, Title, Phone Number, and E-mail ID.
- For escalation Level 2, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Level 1.
- For escalation Level 3, forward original e-mail and include any additional information including the reason that the matter could not be resolved at Levels 1 and 2.
- BellSouth will reply to escalation request with acknowledgement of receipt within 4 hrs and begin the escalation process through Level of escalation.
- The escalating CLEC should respond to BellSouth within 5 days as to whether escalation will continue or the BellSouth response has been accepted as closure to the item.
- If the BellSouth position suggests a change in the current disposition of the item (i.e., what has already been communicated to the industry), a conference call will be held within 1 business day of the BellSouth decision in order to provide industry notification with the appropriate executives.

- BellSouth will publish the outcome of the conference call to the industry via web.
- If unsatisfied with an outcome, either party can seek appropriate relief.

Contact List for Escalation - Type 2 - 6 Changes

Type 2-5 Changes(BellSouth agrees)_Within 5 business days of receipt (4 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6, High and Medium Impact Changes: Within 1 business day of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6 High Impact Changes: Within 2 business days of receipt. BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. Type 6 Medium and Low Impact Changes: Within five (5) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 6 Low Impact and Type 2-5 Expedite Changes: Within 3 business days of receipt (2 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Type 4-5 Expedite Changes: Within three (3) business days of receipt (2 from acknowledgement), BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.

Escalations should be made according to the following list.

Escalation Level	Name and Title	Office Number	Email Address
1st Level	Valerie Cottingham Sales Director Change Control Process	205-321-2168	Valerie.cottingham@bridge.bellsouth.com
2nd Level	Terrie Hudson Director (for Systems Issues) Joy Lofton Director (for Business Rules/Operations Issues)	770-936-3740 404-927-7828	Terrie.Hudson@bridge.bellsouth.com Joy.A.Lofton@bridge.bellsouth.com
3rd Level	Doug McDougal Senior Director (for Systems Issues) Dee Freeman-Butler Senior Director (for Business Rules/Operations Issues)	404-927-7505 404-927-3545	Doug.Mcdougal@bridge.bellsouth.com Dee.Freeman2@bridge.bellsouth.com

Dispute Resolution Process

In the event that an issue is not resolved through the Escalation Process as described herein, including escalation within each company to the person with ultimate authority for Change Control operations, and the services of a Joint Investigative Team when appropriate, BellSouth and the impacted CLEC(s) agree as follows:

~~to follow this Dispute Resolution Process. BellSouth and the CLEC shall assemble a Joint Investigative Team, within one week, comprised of subject matter experts. The party prompting the dispute should initiate the formation of the team. The team should be co chaired by representatives of BellSouth and the CLEC respectively. The investigative team will conduct a root cause analysis to determine the source of the problem, if one exists, and then develop a plan for remedying it. The parties to the dispute must escalate the issue within each company to the person who has ultimate authority for State operations in an effort to achieve a resolution.~~

~~If the dispute cannot be resolved between the companies after these steps are taken, then either party to the dispute may file a formal complaint with the State PSC through the Director of the Telecommunications section for binding mediation. The Director of the Telecommunications section, or his appointee, shall rule upon the complaint within 30 days of its filing. If either party is then aggrieved, it may file a formal complaint with the State PSC.~~

- Either party to the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, both parties shall participate in good faith.
- Either party may file a formal complaint with the State PSC, requesting resolution of the issue, without necessity for prior mediation.

In the event that an issue is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs. Resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, parties shall participate in good faith. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute.

- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.

9.0 CHANGES TO THIS PROCESS

The current, approved version of this process document will be stored under the component name "Ccp.doc" (the date of the latest CCP document will be included in the file name). The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. Following this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution. The official ballot will detail the change being requested, and the significant arguments presented for and against the change during the review. The ballot will be distributed one week following the Status Meeting. CLEC's and BellSouth will have one week in which to cast their vote. Only ballots transmitted before midnight of the due date will be counted. Implementation of such changes will require a two-thirds affirmative _____ vote for approval. -All changes will be submitted as a change request and reviewed.

(BellSouth continuing to Review)

10.0 TESTING ENVIRONMENT

Requests related to the processes of testing an interfaces will be included in the Change Control Process. Changes to BellSouth's testing environments and supporting processes will be submitted through the Change Control Process as a Type 4 or Type 5 request. The requests will follow the guidelines and intervals set forth in the Type 2-5 process flow.

BellSouth offers Carrier Testing to CLECs in an open proven test environment for Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces. The testing opportunities offered are BETA and New Carrier Testing.

BellSouth will also provide a pre-release testing environment for TAG and EDI that will be available to CLEC's 30 days prior to the implementation of any new releases. This environment will be a wholly separate, non-production environment for all preordering and ordering interfaces and will mirror the production environment.

NOTE: BellSouth would prefer to re-evaluate this section after the CLEC Test Environment is implemented in 1st Qtr. 2001.

BETA testing is offered to those CLECs that express an interest in assisting BellSouth validate a Telecommunications Industry Forum (TCIF) change for the affected interfaces. The opportunity for testing is submitted via the BellSouth Account Team and is negotiated with the Carrier Testing group. BellSouth opens the test environment for BETA testing after "major releases". CLECs are selected on a "first come, first served basis".

New Carrier Testing is offered to those CLECs who are transitioning from a manual to an electronic environment or from one TCIF issue to another. New Carrier Testing is available to all CLECs and is scheduled with the BellSouth Account Team and Carrier Testing group.

For additional details on the testing environment, regulations and guidelines, refer to the following BellSouth public Internet sites:

EDI

www.interconnection.bellsouth.com/markets/lec.html

Select "Customer Guides"

Select "Local Exchange Ordering Guides"

Select "BellSouth EDI Specifications – TCIF 9"

Select "Section 7 – EDI Testing Guidelines for CLECS"

TAG

www.interconnection.bellsouth.com/markets/lec.html

Select "OSS Information Center"

Select "TAG Documentation"

This site is password protected. You should obtain the password from your Account Team representative.

11.0 TERMS AND DEFINITIONS

A

Account Team. The Account Teams represent the CLECs and all CLEC interests within BellSouth, that is, the Account Team is the CLECs' advocate within BellSouth. Some of the Account Team functions are listed below:

- Contract Negotiations
- Enhanced Billing Options Negotiations
- Customer Education
- Technical Assistance
- General Problem Resolution
- Tariff Interpretation
- BonaFide Requests (BFR)
- Production Support
- Collocation
- Testing Support
- Project/Order Coordination
- Rate Quotations

Accountability. Individual(s) having responsibility for completing and producing the outputs of each sub-process as defined in the Detailed Process Flow.

Acknowledgement Notification. Notification returned to originator by BCCM indicating receipt of Change Request.

Approved Release Package. Calendar of Candidate Change Requests with consensus target implementation dates as determined at the Release Package Meeting.

B

BellSouth Change Control Manager (BCCM). BellSouth Point of Contact for processing Change Requests and defects/expedites.

BFR (Bonafide Request). Process used for providing custom products and/or services. Bonafide Requests are outside the scope of the Change Control Process and should be referred to the appropriate BellSouth Account Team.

Business Day. A business day is considered any Monday-Friday workday that does not fall on an official BellSouth holiday.

Business Rules. The logical business requirements associated with the Interfaces referenced in this document. Business rules determine the when and the how to populate data for an Interface. Examples of data defined by Business Rules are:

- The five primary transactions sets: 850, 855, 860, 865, and 997
- Data Element Abbreviation and Definition
- Activity Types at the appropriate level (account, line, feature) and the associated Usage Type (optional, conditional, required, not applicable, prohibited)
- Conditions/rules associated with each Activity and Usage Type
 - ◊ Dependencies relative to other data elements
 - ◊ Conditions which will be edited within BellSouth's OSSs
- Valid Value Set
- Data Characteristics

C

Cancellation Notification. Notification returned to originator by the BCCM indicating a Change Request has been canceled for one of the following reasons: BST cancellation, duplicate request, training issue, or failure to respond to clarification.

Candidate Request List. List of prioritized Change Requests with associated "Need by Dates" as determined at an Change Review Meeting. These requests will be submitted for sizing and sequencing.

Candidate Change Request. Change Requests that have been prioritized at an Change Review Meeting and are eligible for independent sizing and sequencing by BellSouth and each CLEC.

Change Request. A formal request submitted on a Change Request Form, to add new functions, defects/expedites or Enhancements to existing Interfaces (as identified in the scope) in a production environment.

- Type 1 – BellSouth System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.
- Type 2 – Regulatory Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems mandated by regulatory or legal entities, such as the Federal Communications Commission (FCC), a state commission/authority or state and federal courts.

- Type 3 – Industry Standard Change. Any non-Type 1 changes to the interfaces between the CLEC's and BellSouth's operational support systems required to bring these interfaces in line with newly agreed upon telecommunications industry guidelines.
- Type 4 – BellSouth Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems which BellSouth desires to implement on its own accord.
- Type 5 – CLEC Initiated Change. Any non-Type 1 changes affecting the interfaces between the CLEC's and BellSouth's operational support systems, which the CLEC requests BellSouth to implement.
- Type 2-5 – Expedited Feature Change. Any Type 2-5 change that either BellSouth or a CLEC submits for exception handling in order to achieve a more rapid implementation.
- Type 4-5 – Expedited Feature Change. Any Type 4-5 change that either BellSouth or a CLEC submits for expeditious handling in order to achieve a more rapid implementation.
- Type 6 – CLEC Impacting Defect. Any non-Type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

~~Type 6 – CLEC Impacting Expedite. The ability for a CLEC to process certain types of orders to BellSouth due to a problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact. (Agree to remove)~~

Change Request Status. The status of a Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Request Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
 - **CC = Clarification.** Requested clarification not received in allotted time (7 days).
 - **CD = Duplicate Request.** A request for this change already exists.
 - ~~CT = Training. Requested change already exists, additional training may be required. (agree to remove)~~
- **CRC = Change Review Complete.** Indicates a Change Request has been reviewed at a Change Review Meeting, but did not reach the Candidate Request List (Step 5).

- **D = Request Purge.** Indicates the cancellation of a Change Request that has been pending for 12 months and has failed to reach the Candidate Request List (Step 3).
- **I = Change Implemented.** Indicates a Change Request has been implemented in a release (Step 10).
- **N = New Change Request.** Indicates a Change Request has been received by the BCCM, but has not been validated (Step 2).
- **P = Pending.** Indicates a Change Request has been accepted by the BCCM and scheduled for Change Review (Step 3 moving to Step 4).
- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **PN = Pending N times.** Indicates a Change Request reached the Candidate Request List, was sized but not scheduled for a release and has cycled through the process N number of times. Example: P1 = 2nd time through process, P2 = 3rd time through process, etc (Step 8).
- **RC = Candidate Request.** Indicates a Change Request has completed the Change Review process and been assigned to the Candidate Request List for sizing and sequencing (Step 5).
- **S – Request Scheduled.** Indicates a Change Request has been scheduled for a release (Step 8).

Change Review Meeting. Meeting held by the Change Review participants to review and prioritize pending Change Requests, generate Candidate Change Requests, and submit Candidate Change Requests for sizing and sequencing.

Change Review Package. Package distributed by the BCCM 5 – 7 business days prior to the Change Review Meeting. The package includes the Meeting Notice, Agenda, Release Management Status Report, Change Request Log, etc.

Clarification Notification. Notification returned to the originator by the BCCM indicating required information has been omitted from the Change Request and must be provided prior to acceptance of the Change Request. The Change Request will be cancelled if clarification is not received by the date indicated on the Clarification Notification.

CLEC Affecting Change. Any change that requires the CLEC to modify the way they operate or to rewrite system code.

CLEC Change Control Manager (CCCM). CLEC Point of Contact for processing Change Requests.

CSM. Customer Support Manager which supports resale and facility based CLECs.

Cycle Time. The time allotted to complete each step in the Change Control Process prior to moving to the next step in the process.

D

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working in accordance with the BellSouth baseline business requirements or is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs and is impacting a CLECs ability to exchange transactions with BellSouth. This includes documentation defects.

Defect. Any non-type 1 change where a BellSouth interface used by a CLEC which is in production and is not working accordance with the BellSouth baseline business requirements, is not working in accordance with the business rules that BST has published or otherwise provided to the CLECs, or is impacting a CLEC's ability to exchange transactions with BellSouth.

Defect/Expedite Status. The status of a CLEC Impacting Defect/Expedite Change Request as it flows through the Change Control process as described in the Detailed Process Flow.

- **A = Appeal.** Indicates a cancelled Change Request is being appealed by the originator (Step 3).
- **C = Cancelled.** Indicates a Change Request has been canceled due to one of the following reasons (Step 3):
 - **CC = Clarification.** Requested clarification not received in allotted time (2 days).
 - **CD = Duplicate Request.** A request for this change already exists.
 - **CT = Training.** Requested change already exists, additional training may be required.
 - **CT = Training.** Requested change already exists, or CLEC training issue.
- **I = Implemented.** Indicates a Defect/Expedite Change Request has been implemented in a release (Step 6).
- **N = New Defect/Expedite Change Request.** Indicates a Defect/Expedite Change Request has been received by the BCCM and the change request form validated for completeness (Step 2).

- **PC = Pending Clarification.** Indicates a Clarification Notification has been sent to the originator, BCCM awaiting response (Step 2 or 3).
- **S = Scheduled for Release.** Indicates a Defect/Expedite Change Request has been scheduled for a release (Step 6).
- **V = Validated Defect/Expedite.** Indicates internal analysis has been conducted and it is determined that it is a validated defect/expedite (Step 3).
- **W = Workaround Identified.** Indicates a workaround has been developed and communicated to impacted CLEC community (Step 4).

E

Electronic Communications Systems (ECS). ECS is the help desk for reporting system outages or degradation in an existing feature/functionality within an interface. The ECS group works with the CLEC community to resolve system outages/degradation in a timely manner. The telephone number for the ECS group is 1-888-462-8030.

Enhancement. Functions which have never been introduced into the system; improving or expanding existing functions; required functional changes to system interfaces (user and other systems), data, or business rules (processing algorithms – how a process must be performed); any change in the User Requirements in a production system.

Emergency Change. Defect Changes identified as High Impact are emergency changes. (Remove – these changes are already addressed as Type 1 System Outages)

Exception Change. An exception change request may involve the extension of the normal intervals for the implementation of a Type 2-5 change. (BellSouth supports as an escalation)

Expedited Feature. An expedited feature is the inability for a CLEC to process certain types of orders to BellSouth due to a lack of programming problem on BellSouth's side of the interface. The Change Request for an expedite must provide details of the business impact.

Expedited Feature. An expedited feature is the inability for CLEC to process certain types of LSR's based on the existing functionality to BellSouth's operations support systems (OSS's) that are in the scope of Change Control. The change request for an expedite must provide details of the business impact and will fall into one of two categories: 1) a defect that has been re-classified

as a feature where the CLEC has determined should be expedited due to impact and 2) an enhancement to an existing product or service where the CLEC has determined should be expedited due to impact.

H

High Impact. The failure causes impairment of critical system functions and no electronic workaround solution exists.

I

Internal Change Management Process. Internal process unique to BellSouth and each participating CLEC for managing and controlling Change Requests.

L

Low Impact. The failure causes inconvenience or annoyance.

M

Medium Impact. The failure causes impairment of critical system functions, though a workaround solution does exist.

N

Need-by-Date. Date used to determine implementation of a Change Request. This date is derived at the Change Review Meeting through team consensus. Example: 1Q99 or Release XX.

P

Points of Contact (POC). An individual that functions as the unique entry point for change requests on this process.

Priority. The level of urgency assigned for resource allocation to implement a change. Priority may be initially entered by the originator of the Change Request, but may be changed by the BCCM with concurrence from the originator or the Review Meeting participants. In addition, level of priority is not an indication of the timeframe in which the Change Request will be worked. It is the originator's label to determine the priority of the request submitted.

One of four priorities may be assigned:

1-Urgent. Should be implemented as soon as possible. Resources may be pulled from scheduled release efforts to expedite this item. A need-by date will be established during the Change Review Meeting. A special release may be required if the next scheduled release does not meet the agreed upon need-by date.

2-High. Implement in the next possible scheduled major release, as determined during the Release Package Meeting.

3-Medium. Implement in a future scheduled major release. A scheduled release will be established during the Release Package Meeting.

4-Low. Implement in a future scheduled major release only after all other priorities. A scheduled release will be established during the Release Package Meeting.

Project Plan. Document which defines the strategy for Release Management and Implementation, including Scope Statement, Communication Plan, Work Breakdown Structure, etc. See Release Management Project Plan template, Attachment B-1.

Proposed Release Package: Proposed set of change requests slated for a release that the BCCM presents to the CLEC community during the Release Package Meeting

R

Release – Major. Implementation of scheduled Change(s) which may or may not impact all CLECs; may or may not require CLECs to make changes to their interface and may or may not prohibit the use of an interface upon implementation of the Change(s). Application-to-Application and Machine-to-Human.

Release – Minor. Implementation of scheduled Change(s) which do not require coordination with the entire CLEC industry, do not require CLECs to make changes to their interface or do not prohibit the use of an interface upon implementation of the Change(s). Machine-to-Human.

Release Package. Package distributed by the BCCM listing the Candidate Change Requests that have been targeted for a scheduled release.

Release Package Notification. Package distributed by the BCCM and used to conduct an initial Release Management and Implementation meeting. The package includes the list of participants, meeting date, time, Approved Release Package, Defect/Expedite Notification, etc.

Release Schedule: Schedule that contains the intended dates for implementation of software enhancements. This release schedule is created annually.

S

Specifications. Detailed, exact document(s) describing enhancement and/or defects, business processes and documentation changes requested and included with the Change Request as additional information.

System Outage. A System Outage is where the system is totally unusable or there is degradation in an existing feature or functionality within the interface.

V

Version (Document). Indicates variation of an earlier Change Control process document. Users can identify the latest version by the version control number.

APPENDIX A – CHANGE CONTROL FORMS

See Attached Forms

This section identifies the forms to be used during the initial phases of the Change Control process accompanied by a brief explanation of their use. Attachments A1 – A-4A contains sample Change Control forms and line by line Checklists.

Change Request Form. Used when submitting a request for a change (Attachment A-1).

Change Request Form Checklist. Provides line-by-line instructions for completing the Change Request form (Attachment A-1A).

Change Request Clarification Response. Used when responding to request for clarification or Clarification Notification (Attachment A 2).

Change Request Clarification Checklist. Provides line-by-line instructions for completing the Change Request Clarification Response (Attachment A-2A).

Acknowledgement Notification. Advises originator of receipt of Change Request by BCCM (Attachment A-3).

Acknowledgement Notification Checklist. Provides line-by-lines instructions for completing the Acknowledgement Notification. (Attachment A-3A).

Cancellation Notification. Advises the originator of cancellation of a Change Request (Attachment A-3).

Cancellation Notification Checklist. Provides line-by-line instructions for completing the Cancellation Notification. (Attachment A-3B).

Clarification Notification. Advises originator that a Change Request is being held pending receipt of additional information (Attachment A-4).

Clarification Notification Checklist. Provides line-by-line instructions for completing the Clarification Notification. (Attachment A-4A).

Letter of Intent. CLEC provides notice of intent to implement a TCIF compliant interface within a specified timeframe. (Attachment A-5).

APPENDIX B – RELEASE MANAGEMENT

See Attached Forms

Release Management and Project Implementation is described in Step 10 of the Change Control Process. Project Managers are responsible for confirming the release date, developing project plans and requirements, providing the WBS, Gantt chart and Executive Summary to the BCCM for input to the Change Review Package and ensuring the successful implementation of the release.

The BST Change Control Manager (BCCM) will distribute the Release Notification Information via web. The Notification should contain the following information:

- List of participants (Project Managers from each stakeholder)
- Date(s) for the next Project Manage Release meeting(s)
- Times
- Logistics
- Meeting facilitator and minutes originator (rotated between stakeholders)
- Current Approved Release Package (email attachment)
- Current Maintenance/Defect Notification Information (web posting)
- Draft Release Project Plan - WBS (email attachment created by the Lead Project Manager (s) assigned in step 8 of the Change Control Process)
- Lead Project Manager (s) assigned to the Release with reach numbers (s)

Attachments B1 – B12 contain templates designed to assist the Project Manager(s) in conducting project management responsibilities as needed for Release Management and Implementation.

APPENDIX C – ADDITIONAL DOCUMENTS

See Attached Documents

APPENDIX D –BST VERSIONING POLICY FOR INDUSTRY STANDARD ORDERING INTERFACES

Since August 1998, BellSouth's policy, which is stated in its Statement of Generally Accepted Terms (SGAT) and standard interconnection agreement, has been to support two industry standard versions of the applicable electronic interfaces at all times. Currently, the EDI and TAG electronic interfaces are maintained this way, because they are the interfaces that require the CLEC to "build" its side of the interface to use the new standard. The two industry standard versions of an interface are maintained when BellSouth is implementing an entirely new version of an interface based on new industry standards, not when BellSouth is simply enhancing an existing interface. Periodically, the standards organizations for an interface will issue a new set of standards. After submitting the new standards to the CCP to determine how and when they will be implemented, BellSouth will introduce a new version of that interface based on the new standards. BellSouth will keep the "old" version of the interface based on the old industry standards "up" for those CLECs that have not had enough time to build their side of the interface to the new industry standards. BellSouth gives CLECs six (6) months advance notice of the implementation of electronic interfaces based on new industry standards.

When a new industry standard for the interface is issued, the most recent prior industry standard version of the interface will be frozen - no changes will be made to the old version of the interface. BellSouth will support both the new industry standard version and the old industry standard version until the next set of industry standards is issued. Then, BellSouth will support the two most recent industry standard versions of the interface. If, for example, version A were based on the current industry standards, then following the implementation of version B based on the new industry standards, BellSouth would freeze version A until the implementation of version C. Upon the implementation of the version C of the interface based on the newest industry standards, BellSouth would no longer support version A, would freeze version B, and would support both version C and the frozen version B until the implementation of next set of the industry standards.

For example, in March 1998, BellSouth released a new industry standard version of EDI based on TCIF version 7.0. Between March 1998 and January 2000, BellSouth implemented a series of major releases (4.0 and 5.0) and a series of "point releases" (4.1, 4.2, etc. and 5.1, 5.2, etc.). The final "point release" of EDI was Release 5.8. In January 2000, BellSouth implemented Release 6.0 of EDI based on TCIF 9.0. When this occurred, BellSouth began maintaining Release 5.8 alongside of Release 6.0 of EDI.

NOTE: Because LENS is not an industry standard, machine-to-machine interface, LENS is not covered under the policy described above.

BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

<i>CLEC Participant Company Name:</i>	<i>Date:</i>
<p>ITEM NO. 1 - Meeting Consensus Section 1 - Introduction - Page 7 (8th bulleted item in last section)</p> <ul style="list-style-type: none"> • Documentation (i.e., business rules for electronic and manual processes relative to order, pre-order, maintenance, <u>including User Guides that support OSS systems currently within the scope of CCP.</u> 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 2 - Meeting Consensus Section 1 - Introduction - Page 8 The first section bulleted items that are reflecting a change are:</p> <p>The scope of the Change Control Process does not include the following which are handled through existing BellSouth processes:</p> <ul style="list-style-type: none"> • Coordination of test agreements will continue to be supported by the Account Team • Questions regarding existing documentation should be handled by the Account Team. However, if documentation needs to be changed for clarification purposes, a defect change request should be submitted through Change Control. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 3 - Meeting Consensus Section 3 - Introduction - Page 11 & 12 Type 2 - Regulatory Change Accept the additional language - "Type (2) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p> <p>Type 3 - Industry Standard Change Accept the additional language - "Type (3) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p> <p>Type 4 - BellSouth Initiated Change Accept the additional language - "Type (4) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p> <p>Type 5 - CLEC Initiated Change Accept the additional language - "Type (5) changes may be managed using the Expedited Feature Process, as discussed in Section 4, Part 3.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>ITEM NO. 4 - Meeting Consensus Section 3 - Introduction - Page 12 Type 6 - CLEC Impacting Defects - This section will now read: A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect. These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature. Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.</p> <p>The CLEC and/or BellSouth may initiate defect changes affecting interfaces between the CLEC's and BellSouth's operational support systems. These type changes might also include issues for Pre-Orders, Orders, Queries, and Maintenance Requests that can be submitted and accepted, but may require workarounds or clarification.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 5 - Meeting Consensus Section 4 - Part 1 - Type 1 Detail Process Flow - Page 18 Step 1 - Activity #4 will be reflected as:</p> <p>4. ECS will provide the CLEC with a trouble ticket number, if requested, to record and track the outage.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 6 - Meeting Consensus Section 4 - Part 1 - Type 1 Detail Process Flow - Page 18 Step 2 - Activity #1 will be reflected as:</p> <p>1. ECS will post to the Web an Initial Industry Notification that a BellSouth Electronic Interface outage has been identified. An e-mail to the CLECs participating in Change Control will be distributed. The system ticket number of the outage will be included in the web posting and the e-mail notification.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree <p align="right">Docket No. 2000-465 JMB-22 Page 2 of 15</p>

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<p>ITEM NO. 7 - Meeting Consensus Section 4 – Part 2 – Types 2-5 Process Flow – Page 26 Step 4 – Activity #5 will be reflected as:</p> <p>5. Provide size and scope information on each pending change request to CLECs.</p> <p>Also, add the following bullet under OUTPUTS:</p> <ul style="list-style-type: none"> • Size and scope on each Pending change request. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 8 - Meeting Consensus Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature Process – Pages 33-37 WITHDRAWAL</p> <p>This CLEC Part 3 – Types 2-5 Exception/Expedited Feature Process was withdrawn in favor of the BellSouth offered Part 3 with modifications.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 9 - Meeting Consensus Section 4 – Part 3 – Types 2-5 Exception/Expedited Feature Process SPLIT FROM “DEFECT PROCESS” INTO SEPARATE SECTION FOR EXPEDITED FEATURES ONLY.</p> <p>Note: Exception “Language” removed from Expedited Feature Process.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 10 - Meeting Consensus Section 4 – Part 3 – Expedited Feature Process -Page 37 Title Page and definitions will read as follows:</p> <p>An Expedited Feature is the inability for a CLEC to process certain types of LSR’s based on the existing functionality to BellSouth’s Operations Support Systems (OSSs) that are in the scope of CCP. The change request for an expedite must provide details of the business impact and will fall into one of two categories:</p> <ul style="list-style-type: none"> • A defect that has been re-classified as a feature where the CLEC/BellSouth has determined should be expedited due to impact • An enhancement to an existing product or service where the CLEC/BellSouth has determined should be expedited due to impact <p><u>Re-classified Defects</u></p> <p>When a defect is re-classified as a feature, the CLEC/BellSouth will be notified by Change Control in the standard defect validation. The CLEC</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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will have the ability to ask BellSouth to expedite the reclassified feature by updating the change request, marking it as an expedite and sending back to Change Control. The change request will then follow through the Types 2-5 Expedited Feature process using agreed upon intervals.

Enhancements to an existing product or service

A CLEC/BellSouth will also have the ability to submit a Type 2-5 change request as an expedited feature request for an enhancement to an existing product or service where the functionality does not currently exist in BellSouth's offered products and services.

For both re-classified defects and enhancements to an existing product or service, the rules surrounding the expedited feature request will be:

- Must be an enhancement to an existing product or service
- Will follow the Expedited Feature process flow described below which is based on the current Types 2-5 process flow using agreed upon intervals with the exception of Steps 4-6 that are eliminated.
- The CLEC/BellSouth will be required to give impacts and the consequences for not implementing the feature in the current, next, or point release, best effort.

ITEM NO. 11 - Meeting Consensus

Section 4 - Part 3 - Expedited Feature Process - Page 39

Table 4-3. Types 2-5 Expedited Feature Detail Process Flow - STEP 1

Accountability - CCCM & BCCM

Sub-process - Activity

IDENTIFY NEED

1. Internally determine need for change request. These change requests might involve system enhancements, manual and/or business process changes.
2. Originator and CCCM or BCCM should complete the standardized Change Request Form according to Checklist.
3. Attach related requirements and Attachment A-1A, Item 22.
4. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth.

Inputs and Outputs:

INPUTS:

- Change Request Form (Attachment A-1)
- Change Request Form Checklist (Attachment A-1A)

OUTPUTS:

- Completed Change Request Form with related documentation

- Agree**
- Generally Agree**
- Neutral**
- Somewhat Disagree**
- Disagree**

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<p>ITEM NO. 13 - Meeting Consensus Section 4 - Part 3 - Expedited Feature Process -Page 41 Table 4-3. Types 2-5 Expedited Feature Detail Process Flow – STEP 5 Accountability – BCCM, Project Managers from each participating company. Sub-process – Activity <u>RELEASE MANAGEMENT AND IMPLEMENTATION</u> (Meeting consensus was reached on the following bullet only)</p> <p>2. BellSouth User Requirements for software changes will be presented to CLECs, if applicable. If needed, changes will be incorporated and requirements re-baselined.</p> <p>OUTPUTS (Add the following bullet)</p> <ul style="list-style-type: none"> • Documentation Changes 	<p><input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree</p>
<p>ITEM NO. 14 - Meeting Consensus Section 5 - Part 3 - Defect Process -Pages 42 - 50</p> <p>Strike all references to EMERGENCY CHANGE and EXPEDITE throughout Section 5.0.</p>	<p><input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree</p>
<p>ITEM NO. 15 - Meeting Consensus Section 5 - Part 3 - Defect Process -Page 42 & 43 Title page and definitions will read as follows:</p> <p>A CLEC/BellSouth identified defect will enter this process through the Change Management Team as a Type 6 Change Request. If the defect is validated internally, it will route through this process, and notification provided to the CLEC community via e-mail and web posting.</p> <p>A Type 6 defect request is any non-type 1 change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline business requirements or the business rules that BellSouth has published or otherwise provided to the CLECs.</p>	<p><input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree</p> <p align="right">Docket No. 2000-465 JMB-22 Page 6 of 15</p>

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In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software business requirements and business rules match; this will be addressed as a defect.

These problems typically affect the CLEC's ability to exchange transactions with BellSouth and may include documentation that is in error, has missing information or is unclear in nature.

Type 6 validated defects may not be managed using the Expedited Feature Process as discussed in Section 4, Part 3.

Defect Change Requests will have three Impact Levels:

- **High Impact**

The failure causes impairment of critical system functions and no electronic workaround solution exists.

- **Medium Impact**

The failure causes impairment of critical system functions, though a workaround solution does exist.

- **Low Impact**

The failure causes inconvenience or annoyance.

ITEM NO. 16 - Meeting Consensus

Section 5 - Defect Process - Page 45

Table 5-1. Type 6 Defect Process - STEP 1

Accountability - BCCM & CCCM

Sub-process - Activity

IDENTIFY NEED

1. Identify Defect.
2. Originator and CCCM or BCCM should complete the standardized Change Request Form indicating that it is a Type 6.
3. Include description of business need and details of business impact.
4. Attach related requirements and specification documents. These attachments must include the following, if appropriate:
 - PON
 - OCN
 - Specific Scenario
 - Interface(s) affected
 - Error message (if applicable)
 - Release or API version (if applicable)
5. Appropriate CCCM/BCCM submits Change Request Form and related information via e-mail to BellSouth Change Management Team.

Inputs and Outputs:

- Agree**
- Generally Agree**
- Neutral**
- Somewhat Disagree**
- Disagree**

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<p>INPUTS:</p> <ul style="list-style-type: none"> • Type 6 Change Request <p>OUTPUTS:</p> <ul style="list-style-type: none"> • Completed Change Request Form (with related documentation if necessary) <p>Cycle Time: N/A</p>	
<p>ITEM NO. 17 - Meeting Consensus Section 5 - Defect Process - Page 45 Table 5-1. Type 6 Defect Process - STEP 2 Accountability - BCCM & CCCM Sub-process - CYCLE TIME</p> <p>4 Hours for High Impact - Time to be calculated from time of receipt with a cutoff time of 4:00 PM Eastern Time.</p> <p>1 Bus Day for Medium and Low Impact - Time to be calculated from time of receipt with a cutoff time of 4:00 Pm Eastern Time.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 18 - Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other) Section 5 - Defect Process - Page 46 Table 5-1. Type 6 Defect Process - STEP 3 Internal Validation - BCCM</p> <p>Sub-process - CYCLE TIME</p> <p>CLEC RECOMMENDATION</p> <p>1 Bus Day for High Impact 3 Bus Days for Medium and Low Impact</p> <hr/> <p>BELLSOUTH RECOMMENDATION</p> <p>2 Bus Days for High Impact 3 Bus Days for Medium and Low Impact</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 19 - Meeting Consensus</p>	<input type="checkbox"/> Agree

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<p>Section 5 – Defect Process – Page 45 Table 5-1. Type 6 Defect Process – STEP 3</p> <p>Sub-process – OUTPUTS</p> <p>Add the following bullet:</p> <ul style="list-style-type: none"> • Status provided for High Impact Defects to originator via email within 24 hours. 	<input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 20 - Meeting Consensus Section 5 – Defect Process – Page 47 & 48 Table 5-1. Type 6 Defect Process – STEP 4 Accountability – BCCM Sub-process – Activity <u>DEVELOP AND VALIDATE WORKAROUND (IF APPLICABLE)</u></p> <ol style="list-style-type: none"> 1. Defect workaround identified 2. Change Request status change to “W” for workaround identified. 3. Workaround is communicated via email to originating CLEC and to the CLEC community via email and web posting. 4. If appropriate, communication to the CLEC community regarding workaround will be discussed via conference call. <p>If it is determined that additional time is needed to develop workaround due to the complexity of the defect, notification will be provided to the CLEC community via email and web posting.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 21 - Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other) Section 5 – Defect Process – Page 47 & 48 Table 5-1. Type 6 Defect Process – STEP 4</p> <p>Sub-process – CYCLE TIME</p> <p><u>CLEC RECOMMENDATION</u></p> <p>1 Bus Day for High and Medium Impact 4 Bus Days for Low Impact</p> <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <p>2 Bus Days for High Impact 4 Bus Days for Medium and Low Impact</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree

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	<input type="checkbox"/> Disagree
<p>ITEM NO. 22 - Meeting Consensus Section 5 - Defect Process - Page 47 & 48 Table 5-1. Type 6 Defect Process - STEP 5 Accountability - BCCM Sub-process - Activity <u>INTERNAL RESOLUTION PROCESS</u></p> <ol style="list-style-type: none"> 1. Schedule and evaluate Defects based on capacity and business impacts to the CLECs and BellSouth. 2. Provide status updates to the CLEC community via email as the status change until the defect is implemented. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 23 - Contested Consensus (<u>Voters must disagree with one of the following recommendations and indicate ranking of the other</u>) Section 5 - Defect Process - Page 48 & 49 Table 5-1. Type 6 Defect Process - STEP 5 Sub-process - CYCLE TIME <u>CLEC RECOMMENDATION</u></p> <p>Validated High and Medium Impact defects will be implemented within a 4-10 business day range, best effort.</p> <p>Low Impact defects will be implemented with a 4-20 business day range, best effort.</p> <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <p>Validated High Impact Defects will be implemented within a 4-25 business day range, best effort.</p> <p>Medium Impact Defects will be implemented within 90 business days, best effort.</p> <p>Low Impact defects will be implemented best effort.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 24 - Meeting Consensus Section 6 - Change Review - Prioritization - Release Package Development and Approval - Page 51 Part 1 - Change Review Meeting - 4th paragraph NOTE:</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree

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<p>Status Meetings will occur monthly. Prioritization meetings will be scheduled to occur in March, June, September and December and will include the monthly status meeting agenda items.</p>	
<p>ITEM NO. 25 - Meeting Consensus Section 6 - Change Review - Prioritization - Release Package Development and Approval - Page 52</p> <p>Part 2 - Change Review Package - 4th bullet:</p> <ul style="list-style-type: none"> • BellSouth's estimate of the size and scope of each Change Request. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 26 - Meeting Consensus Section 6 - Change Review - Prioritization - Release Package Development and Approval - Page 52-53</p> <p>Part 3 - Prioritizing Change Requests - 10th bullet: (Leave this bulleted item as originally stated)</p> <ul style="list-style-type: none"> • Manual processes and documentation changes will be prioritized separately; however they will need to be synchronized with the electronic interface changes. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 27 - Meeting Consensus Section 6 - Change Review - Prioritization - Release Package Development and Approval - Page 54</p> <p>Part 4 - Developing and Approving Release Packages - 1st bulleted item:</p> <ul style="list-style-type: none"> • Sizing and sequencing of change requests will be accomplished at the Prioritization Meeting. CLECs may take into account the size and scope when prioritizing items. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 28 - Contested Consensus (Voters must disagree with one (1) of the following recommendations and indicate ranking of the other) Section 7 - Introduction and Retirement of Interfaces - Page 57</p> <p>Retirement of Interfaces - 1st paragraph sentence</p>	<p>Docket No. 2000-465 JMB-22 Page 11 of 15</p>

BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

<p><u>CLEC RECOMMENDATION</u></p> <p>As active interfaces are retired, BellSouth will notify the CLECs by submitting a Type 4 change request through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p><u>BELLSOUTH RECOMMENDATION</u></p> <p>As active interfaces are retired, BellSouth will notify the CLECs through the Change Control Process and post a CLEC Notification Letter to the web six (6) months prior to the retirement of the interface.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 29 - Meeting Consensus Section 7 - Introduction and Retirement of Interfaces - Page 57</p> <p>Retirement of Versions</p> <p>When software versions are retired, BellSouth will give the CLECs a 120 day notification.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 30 - Meeting Consensus Section 7 - Introduction and Retirement of Interfaces - Page 57</p> <p>Retirement of Versions - Proposed Appeal Language</p> <p>A CLEC may respond to Change Control with its desire to extend a retirement date. The CLEC must explain why the scheduled retirement date is not acceptable by providing the impact to its business.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p>ITEM NO. 31 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other) Section 8 - Escalation Process - Page 58 & 59</p> <p><u>Guidelines</u></p>	<p>Docket No. 2000-465 JMB-22 Page 12 of 15</p>

BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

<p><u>CLEC RECOMMENDATION</u></p> <ul style="list-style-type: none"> • For Type 6 High and Medium Impact issues, the escalation process is agreed to allow BellSouth a one-day turnaround to provide a status for each cycle of escalation. • For Type 6 Low Impact and Type 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three-day turnaround to provide a status for each cycle of escalation. <hr/> <p><u>BELLSOUTH RECOMMENDATION</u></p> <ul style="list-style-type: none"> • For Type 6 High Impact Issues, the escalation process is agreed to allow BellSouth a two (2) day turnaround to provide a status for each cycle of escalation. • For Type 6 Medium and Low Impact issues, the escalation process is agreed to allow BellSouth a five (5) day turnaround to provide a status for each cycle of escalation. For Types 2-5 Expedite Process issues, the escalation process is agreed to allow BellSouth a three (3) day turnaround to provide a status for each cycle of escalation. 	<p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Generally Agree</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Somewhat Disagree</p> <p><input type="checkbox"/> Disagree</p> <hr/> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Generally Agree</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Somewhat Disagree</p> <p><input type="checkbox"/> Disagree</p>
<p>ITEM NO. 32 - Meeting Consensus Section 8 – Escalation Process – Contact List for Escalation – Type 2-6 Changes – Page 62</p> <p>1st Paragraph:</p> <p>Type 2-5 Changes: Within 5 business days of receipt (4 from acknowledgment) BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth’s position and explanation for that position.</p>	<p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Generally Agree</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Somewhat Disagree</p> <p><input type="checkbox"/> Disagree</p>
<p>ITEM NO. 33 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other) Section 8 – Escalation Process – Contact List for Escalation – Type 2-6 Changes – Page 62</p> <p>2nd Paragraph: <u>CLEC RECOMMENDATION</u></p> <p>Type 6, High and Medium Impact Changes: Within one (1) business day of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth’s position and explanation for that position.</p>	<p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Generally Agree</p> <p><input type="checkbox"/> Neutral</p> <p><input type="checkbox"/> Somewhat Disagree</p> <p><input type="checkbox"/> Disagree</p>

BELLSOUTH CHANGE CONTROL PROCESS DOCUMENT CONSENSUS VOTING BALLOT

<p><u>BELLSOUTH RECOMMENDATION</u></p> <p>Type 6 High Impact Changes: Within two (2) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position. Type 6 Medium and Low Impact Changes: Within five (5) business days of receipt, BellSouth Change Control appropriate executives will reply through BellSouth Change Control with BellSouth's position and explanation for that position.</p>	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p><u>ITEM NO. 34 - Contested Consensus (Voters must disagree with one of the following recommendations and indicate ranking of the other)</u></p> <p><u>Section 8 - Dispute Resolution Process - Page 64</u></p> <p><u>CLEC RECOMMENDATION</u></p> <p>In the event that an issue arises from Section 9, Change to this Process, or arises from some other Section and is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs, resolution of the dispute shall be accomplished as set forth below:</p> <ul style="list-style-type: none"> • Either BellSouth or any CLEC affected by the dispute may request mediation through the appropriate state regulatory agency, if available. If mediation is requested, parties shall participate in good faith. • Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue. • All participants in the CCP shall be provided timely notice of any mediations or formal complaints. 	<input type="checkbox"/> Agree <input type="checkbox"/> Generally Agree <input type="checkbox"/> Neutral <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Disagree
<p><u>BELLSOUTH RECOMMENDATION</u></p>	<input type="checkbox"/> Agree

**BELLSOUTH CHANGE CONTROL PROCESS
DOCUMENT
CONSENSUS VOTING BALLOT**

In the event that an issue is not resolved through the Escalation Process as described herein, including (1) escalation within each company to the person with ultimate authority for Change Control operations, and (2) the services of a joint investigative team, when appropriate, comprised of representatives from BellSouth and the affected CLECs. Resolution of the dispute shall be accomplished as set forth below:

- Either BellSouth or any CLEC affected by the dispute may request mediation through the State Public Service Commission, if available. If mediation is requested, parties shall participate in good faith. If the mediation results in the resolution of the dispute, that resolution shall apply to all CLECs affected by the dispute.
- Without necessity for prior mediation, either BellSouth or any CLEC affected by the dispute may file a formal complaint with the appropriate state regulatory agency, requesting resolution of the issue.

- Generally Agree**
- Neutral**
- Somewhat Disagree**
- Disagree**

**Docket No. 2000-465
JMB-22
Page 15 of 15**

Bradbury, J M (Jay) - LGA

From:
Sent:
To:

Bradbury, J M (Jay) - LGA

Thursday, January 18, 2001 6:17 PM

'Change.Control@bridge.bellsouth.com'; Annette.Cook@espire.net; apatel3@telcordia.com; BellSouth@quintessent.net; best2@surfsouth.com; brutter@kpmg.com; bszafran@covad.com; c_and_m@bellsouth.net; cassandrap@networktelephone.net; Catherine.Gray@alltel.com; cecilia.ortiz@adelphia.com.com; cflanigan@uslec.com; Chapmanwe@cepb.com; charrison@mpower.com.com; cheryl@eatel.com; chrisg@pvitel.net; christine.shelton@cc.gte.com; colleen.e.sponser@wcom.com; Craig@exceleron.com; Craig.B.Douglas@MCI.com; CSteele@nuitele.com; daddymax@netbci.com; Debra.Pasquale@btitele.com; DElliott@connectsouth.com; desiree@communitytelephone.com; dfoust@deltacom.com; dkane@aspiretelecom.com; dlasher@eftia.com; DoBeck@MediaOne.com; donnas@intetech.com; dpetry@ix.netcom.com; drodrigu@accessone.cc; Dwight.Scribner@wcom.com; ed.ramsden@cc.gte.com; epadfield@nextlink.com; ESingleton@eztalktelephone.com; evdoty@nextlink.com; frankb@cellone-ms.com; Gary@CSII.net; generalg@cris.com; george@accesscomm.com; jason.estep@adelphia.com.com; jbritton@phonesforall.com; Jdavid4715@aol.com; JDoherty@accessone.cc; JDuffey@PSC.STATE.FL.US; jeffrey@cellularsouth.com; JG6837@ctmail.snet.com; jhoze@KMCTELECOM.com; jmclau@KMCTELECOM.com; JMMMaxwell@Intermedia.com; jnov@mpower.com.com; Williamson,Jill R - NCAM; JWilson2@att.com; Katherine.Hudier@espire.net; kcooper@eftia.com; kelley.dunne@onepointcom.com; khudson@nextlink.com; Kimberly.O.Williams@MCI.com; kmarshall@telstar.org; kmiller@northpointcom.com; kschwart@covad.com; lhail@floridadigital.net; lisa@annox.com; Lminasoia@MediaOne.com; Lorraine.Watson@wcom.com; mark@annox.com; marybethkeane@kpmg.com; matt@albionconnect.com; mconquest@itcdeltacom.com; mer@networkwcs.com; microsun@bellsouth.net; mmclaughlin@dset.com; mt7210@momail.sbc.com; ngiuno@kpmg.com; Nicole.Moorman@adelphia.com.com; PBarker@aol.com; PBohn@MediaOne.com; Pkinghorn@eztalktelephone.com; prehm@nightfire.com; prichardson@trivergent.com; rbennett@floridadigital.net; rbuffa@interloop.net; rhonda.calvert@adelphia.com.com; robert@alternativephone.com; rszczepanski@kpmg.com; sandra.k.evans@mail.sprint.com; Sandraj@intetech.com; sbowling@caprock.com; shane@eatel.com; sharon.arnett@mail.sprint.com; sharon.russo@btitele.com; sjenning@nowcommunications.com; smason@interloop.net; smoores@trivergent.com; smurray@rhythms.net; snole@kpmg.com; srober@KMCTELECOM.com; SStapler@itcdeltacom.com.com; steve.taff@allegiancetelecom.com; tallaylinda@mindspring.com; Tanya.Finney@espire.net; TAYLORJG@LCI.COM; TLA@MAGICNET.NET; tmontemayer@MANTISS.com; Todd@CSII.net; usfloridaoss@kpmg.com; Williamsal@cepb.com; wmknapak@Intermedia.com; wolfsbrg@cris.com; Yvette.Brown@espire.net; Tyra.Hush@wcom.com; trsmith@trivergent.com; chaynes@trivergent.com; ssmith@dset.com; sangelo@bellsouth.net; sbrown@covad.com; gulfoast@dotstar.net; Mark.Mecca@dsl.net; Connie@albionconnect.com; ASamson@birch.com; heidi.a.crow@mail.sprint.com; rbreckin@telcordia.com; msykes@telcordia.com; billg@telcordia.com; svc-gate@telcordia.com; karen.grim@mail.sprint.com; mike.norris@mindspring.com; csti@bellsouth.net; mdominick@trivergent.com; dgraham@MANTISS.com; KKester@STIS.com; Jim.Meyers@wcom.com; Hwhittington@mpower.com.com; Taldinger@mpower.com.com; Rdupraw@mpower.com.com; Jim.Meyers@wcom.com; JOliver@birch.com; reym@networktelephone.net; LHinton@PrismCSI.net; dmcmanus@trivergent.com; bmurdo@KMCTELECOM.com; david.burley@wcom.com; SLively@trivergent.com; Thompson.Terri - Broadband; blsinterfacecontrol@kpmg.com; Kathryn.Phipps@btitele.com; roonald.l.thompson@xo.com; MPatyk@connectsouth.com; schula.hobbs@dsl.net; AZerillo@birch.com; EGunn@birch.com; chhawk@KMCTELECOM.com; jim.lee@dsl.net; TJStokes@trivergent.com; Faye.Restaino@dsl.net; Elliot.Wrann@dsl.net; changecontrol.bellsouth@onepointcom.com; carl.taylor@lecstar.com; Glenn.Sonnier@usunwired.com; arobison@kpmg.com; default.user@bellsouth.com; Kuchida@northpoint.net; ESaeed@northpoint.net; PPinick@birch.com; lynn@mfn.net; ruth@mfn.net; mcbrunnhilde@juno.com; lavernek@arrowcom.com; Micki.Jones@wcom.com; fuller@fairpoint.com; Farnell.Edward - Broadband; Ellen.Neis@mail.sprint.com; Ronald.Klamer@wcom.com; conniec@arrow.com.com; CoDavis@covad.com; timw@networkonecom.com; Nancy.Vatt@RHTelCo.com; wendy.hernandez@RHTelCo.com; swargo@rhythms.net; Alan.Flanigan@twtelecom.com; DDougherty@birch.com; Andrew.Broder@lightyearcom.com; Renee.Clark@espire.net; Mandy.S.Jenkins@alltel.com; wellman@isdstel.com.com; gerrig@lightyearcom.com; cheryl_acosta@stratosoilandgas.com; Candice.Hamilton@wcom.com; suee@lightyearcom.com; Michelle.Boger@lightyearcom.com; Renee.Cliff@dsl.net; JWilwerding@birch.com; lgriff@lightyearcom.com; annettey@lightyearcom.com; joanneb@networktelephone.net; Doreen.E.Raia@wcom.com; stuartw@networkonecom.com; Bradbury, J M (Jay) - LGA; Bobik, Richard A - NCAM;

To: sandra.k.evans@openmail.mail.sprint.com; tonya.mcfall@wcom.com;
Kevin@albionconnect.com; Jeff.Walker@accesscomm.com;
michael.dekorte@lightyearcom.com; Travis.Tindal@om1.al.bst.bls.com;
johnson@covad.com; karind@covad.com; launch-now.notify@cscoe.accenture.com;
tami.m.swenson@accenture.com; linda@networkonecom.com;
JoanC@networktelephone.net; ts1336@sbc.com; jjohnson@dstelcom.com;
ldavidov@dset.com
Cc: Norris, Sharon - LGA
Subject: RE: CCP Process Document Ballot

CLECs,

Until I read the official version of the Ballot and Cover Letter, I would have thought that I would not have had any criticisms as I was its co-author. However I have been surprised by the inclusion of Item 35, Changes to the Process in this ballot.

The last discussion I had with the BellSouth co-author was that the item was not ready to ballot as (1) the full CLEC proposal was re-written following the meeting to reflect the process being used for this ballot and that (2) BellSouth had provided no proposal other than the existing language in response to the CLEC's original proposal. I did suggest that a contested item using the full current CLEC proposal vs. the existing document language would be acceptable, but the last discussion between BellSouth and me was that the item was not ready to ballot. The setup you see here for Item 35, the CLEC's original proposal vs. BellSouth language that has never before seen the light of day was never discussed.

I am attaching for your use the CLEC proposal that reflects the process being used for this ballot, that was concurred in by all CLECs participating on the January 10th call, and that we are recommending as the permanent arrangement. It is this proposal that should be on the ballot as the CLEC Recommendation in Item 35.

Jay Bradbury
AT&T
404-810-8005

-----Original Message-----

From: Change.Control@bridge.bellsouth.com
[mailto:Change.Control@bridge.bellsouth.com]
Sent: Thursday, January 18, 2001 5:29 PM
To:
Subject: ID: CCP Process Document Ballot

CLECs,

It has come to our attention from AT&T, that item #35 on the ballot that was sent to you today for voting purposes, does not reflect the intent of the CLECs and should be removed.

As was explained in our ballot cover note, BellSouth made the decision to include this item because BellSouth had received no objections to the original language that was submitted by the CLECs in the "marked up" document. BellSouth did, however wish to add additional language that would address a situation where BellSouth cannot support a particular issue as proposed.

AT&T has indicated to BellSouth that the "proposed voting model" that was agreed upon at the January 10th meeting to be used for this specific voting exercise, should now be the new CLEC proposal for this section of the document. There was no noted consensus for making this the new CLEC proposal.

BellSouth is requesting that the participants at the January 10th meeting provide their feedback regarding this matter no later than Monday, January 22. A CLEC consensus will determine whether this will remain on the ballot or be removed.

If you have any questions, please let us know.

Thanks.

Change Control Team

_____ Distributed Message _____

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to
List Manager /ml,mail1a with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.

[The following is the complete CLEC proposal seeking permanent adoption of the process discussed and used during the January 10, 2001 CCP-IP Meeting]

The current, approved version of this process document will be stored under the component name "Ccp.doc" (the date of the latest CCP document will be included in the file name). The BellSouth Change Control Manager BCCM (and alternate) will be the only persons authorized to update the document version.

Requests for changes to the Change Control Process may be submitted to the BellSouth Change Control Manager (BCCM) using the Change Request form located in the Appendix A. Cosmetic changes (format, typographical errors, clarifications of meaning, etc.) may be made and published by the BCCM (or alternate) without further review. Other changes will be reviewed at the monthly Change Review status meetings following receipt of the request, if included in the published meeting agenda. The CCP participants present at the meeting (in person or by teleconference) will reach an initial determination regarding the requested change(s) by "consensus". For this purpose consensus will mean that no participant has serious objection to the determination of the group. The following initial determinations may be applied:

- Meeting Consensus (BellSouth and the other meeting participants have no serious objection to the change. The change will be balloted for Industry Consensus with the indication that a meeting consensus was reached.)
- Contested Issue (BellSouth and the other meeting participants are unable to reach consensus and the proposals of the parties are firm. The proposals will be balloted for Industry Consensus and the structure of the ballot will indicate that a choice between alternatives must be made.)
- Not Ready for Balloting (BellSouth and the other meeting participants are unable to reach consensus and the proposals of the parties are not firm. The request will not be balloted and will remain open for review during subsequent monthly meetings. The CCP participants will continue to use the associated current change control process. Working documentation reflecting both the current and proposed language may be created to facilitate further discussion.)
- Implement as Cosmetic (BellSouth and the other meeting participants determine that the requested change is a clarification of meaning with no potential negative impact. The change will be implemented and the Change Request will be updated to implemented status and update distributed as per the normal process.)

Subsequent to this initial review the BCCM and a CLEC representative appointed by the CLECs participating in the review shall prepare an official E-mail ballot for distribution to determine the Industry Consensus. The official Industry Consensus ballot will detail the change(s) being requested, and the significant arguments presented for and against the change during the review. As noted above, the ballot will indicate whether issues are being voted upon as the result of a Meeting

Consensus or as a Contested Issue. Each issue presented on the ballot will contain a statement of the change to be approved and in the case of a Contested Issue, a summary of arguments for and arguments against the alternatives. The ballot will be distributed one week following the Status Meeting. CLEC's and BellSouth will have one week in which to cast their votes. Only ballots transmitted before midnight of the due date will be counted. BellSouth and each CLEC are allowed one vote on each issue presented on the ballot. The CCCM, or other designated individual will cast each CLEC's votes. The BCCM, or other designated individual will cast BellSouth's votes.

The ballot (a sample ballot may be found in Appendix __) will allow BellSouth and the CLECs to indicate their agreement or disagreement with the proposed change across a five-step continuum as shown here:

A	B	C	D	E
Agree	Generally Agree	Neutral	Somewhat Disagree	Disagree

When a Contested Issue is presented on the ballot there will be a continuum for each of the alternatives and the voter must disagree with one (and only one) of the two.

Industry Consensus will exist and the change will be implemented whenever two-thirds of votes cast by the due date are cast in categories A through D. No consensus will exist if over 1/3 of votes for a change are cast in category E – “disagree”.

Bradbury, J M (Jay) - LGA

From:
Sent:
To:

Change.Control@bridge.bellsouth.com
Friday, January 19, 2001 9:12 AM
Annette.Cook@espire.net; apatel3@telcordia.com; BellSouth@quintessent.net; best2@sursouth.com; brutter@kpmg.com; bszafran@covad.com; c_and_m@bellsouth.net; cassandrap@networktelephone.net; Catherine.Gray@alltel.com; cecilia.ortiz@adelphiacom.com; cfianigan@uslec.com; Chapmanwe@cepb.com; charrison@mpowercom.com; cheryl@eatel.com; chrsg@pvtel.net; christine.shelton@cc.gte.com; colleen.e.sponseller@wcom.com; Craig@exceleron.com; Craig.B.Douglas@MCI.com; CSteele@nuitele.com; daddymax@netbci.com; Debra.Pasquale@btitele.com; DElliott@connectsouth.com; desiree@communitytelephone.com; dfoust@deltacom.com; dkane@aspiretelecom.com; dlasher@efia.com; DoBeck@MediaOne.com; donnas@intetech.com; dpetry@ix.netcom.com; drodrigu@accessone.cc; Dwight.Scrivener@wcom.com; ed.ramsden@cc.gte.com; epadfield@nextlink.com; ESingleton@eztalktelephone.com; evdoty@nextlink.com; frankb@cellone-ms.com; Gary@CSII.net; generalg@cris.com; george@accesscomm.com; jason.estep@adelphiacom.com; jbritton@phonesforall.com; JDavid4715@aol.com; JDoherly@accessone.cc; JDuffey@PSC.STATE.FL.US; jeffrey@cellularsouth.com; JG6837@ctmail.snet.com; jhoze@KMCTELEM.com; jmclau@KMCTELEM.com; JMMMaxwell@intermedia.com; jnovo@mpowercom.com; jrwilliamson@att.com; JtWilson2@att.com; Katherine.Hudler@espire.net; kcooper@efia.com; kelley.dunne@onepoint.com; khudson@nextlink.com; Kimberly.O.Williams@MCI.com; kmarshall@telstar.org; kmiller@northpoint.com.com; kschwart@covad.com; lhall@floridadigital.net; lisa@annox.com; Lminasolia@MediaOne.com; Lorraine.Watson@wcom.com; mark@annox.com; marybethkeane@kpmg.com; matt@albionconnect.com; mconquest@itcdeltacom.com; mer@networkwcs.com; microsun@bellsouth.net; mmclaughlin@dset.com; mt7210@momail.sbc.com; ngiugno@kpmg.com; Nicole.Moorman@adelphiacom.com; PBarker@aol.com; PBohn@MediaOne.com; Pkinghorn@eztalktelephone.com; prehm@nightfire.com; richardson@trivergent.com; rbennett@floridadigital.net; rbuffa@interloop.net; rhonda.calvert@adelphiacom.com; robert@alternativephone.com; rszczepanski@kpmg.com; sandra.k.evans@mail.sprint.com; Sandrajit@intetech.com; sbowling@caprock.com; shane@eatel.com; sharon.amett@mail.sprint.com; sharon.russo@btitele.com; sjennning@nowcommunications.com; smason@interloop.net; smoore@trivergent.com; smurray@rhythms.net; snole@kpmg.com; srober@KMCTELEM.com; SStapler@itcdeltacom.com; steve.taff@allegiancetelecom.com; talleylinda@mindspring.com; Tanya.Finney@espire.net; TAYLOR.JG@LCl.com; TLA@MAGICNET.NET; tmontemayer@MANTISS.com; Todd@CSII.net; usfloridaoss@kpmg.com; Williamsal@cepb.com; wmknapek@intermedia.com; wolfsbrg@cris.com; Yvette.Brown@espire.net; Tyra.Hush@wcom.com; trsmith@trivergent.com; chayne@trivergent.com; ssmith@dset.com; sangelo@bellsouth.net; sbrown@covad.com; gulfoast@dotstar.net; Mark.Mecca@dsl.net; Connie@albionconnect.com; ASamson@birch.com; heidi.a.crow@mail.sprint.com; rbreckin@telcordia.com; msykes@telcordia.com; billg@telcordia.com; svc-gate@telcordia.com; karen.grim@mail.sprint.com; mike.norris@mindspring.com; cstl@bellsouth.net; mdominick@trivergent.com; dgraham@MANTISS.com; KKester@STIS.com; Jim.Meyers@wcom.com; Hwhittington@mpowercom.com; Taldinger@mpowercom.com; Rudpraw@mpowercom.com; Jim.Meyers@wcom.com; JOliver@birch.com; reym@networktelephone.net; LHinton@PrismCSII.net; dmcmanus@trivergent.com; bmrudo@KMCTELEM.com; david.burley@wcom.com; SLively@trivergent.com; TThompson2@broadband.att.com; bisinterfacecontrol@kpmg.com; Kathryn.Phipps@btitele.com; ronald.j.thompson@xo.com; MPatyk@connectsouth.com; schula.hobbs@dsl.net; AZerillo@birch.com; EGunn@birch.com; chawk@KMCTELEM.com; jim.lee@dsl.net; TJStokes@trivergent.com; Faye.Restaino@dsl.net; Elliot.Wrann@dsl.net; changecontrol.bellsouth@onepoint.com.com; carl.taylor@lecstar.com; Glenn.Sonnier@usunwired.com; arobison@kpmg.com; default.user@bellsouth.com; KUchida@northpoint.net; ESaeed@northpoint.net; PPmick@birch.com; lynn@mfh.net; ruth@mfn.net; mcbrunnhilde@juno.com; lavernek@arrowcom.com; Micki.Jones@wcom.com; jfuller@fairpoint.com; EFarnell@broadband.att.com; Ellen.Neis@mail.sprint.com; Ronald.Klamer@wcom.com; conniec@arrowcom.com; CoDavis@covad.com; timw@networkone.com.com; Nancy.Watt@RHTelCo.com; wendy.hernandez@RHTelCo.com; swargo@rhythms.net; Alan.Flanigan@twtelecom.com; DDougherty@birch.com; Andrew.Broder@lightyearcom.com; Renee.Clark@espire.net; Mandy.S.Jenkins@alltel.com; bwelman@idstelcom.com; gerrig@lightyearcom.com; cheryl.acosta@stratosoilandgas.com; Candice.Hamilton@wcom.com; suee@lightyearcom.com; Michelle.Boger@lightyearcom.com; Renee.Cliff@dsl.net; JWilverding@birch.com; lgriff@lightyearcom.com; annettey@lightyearcom.com; joanneb@networktelephone.net; Doreen.E.Raia@wcom.com;

To:

stuartw@networkonecom.com; bradbury@att.com; bobik@att.com;
sandra.k.evans@openmail.mail.sprint.com; tonya.mcfall@wcom.com;
Kevin@albionconnect.com; Jeff.Walker@accesscomm.com;
michael.dekorte@lightyearcom.com; Travis.Tindal@om1.al.bst.bls.com;
fjohnson@covad.com; karind@covad.com; launch-now.notify@cscoe.accenture.com;
tami.m.swenson@accenture.com; linda@networkonecom.com;
JoanC@networktelephone.net; ts1336@sbccom.com; jjohnson@idstelcom.com;
ldavidov@dset.com
Subject: ID: BellSouth CCP Document Ballot - "Revised"



CCPBALLO.DOC

CLECs,

We would like to apologize for any confusion that would have been realized from BellSouth's inclusion of Item #35 on the CCP Ballot Form.

Since there appears to be major contention from AT&T about what is considered the "CLEC Proposal" for the Changes in the Process Section of the document, BellSouth will remove this item from the ballot if there are no objections. Please use the attached updated ballot for voting and disregard the previously sent version.

BellSouth will plan to discuss this section at our February Process Improvement meeting.

If you have any questions, please let us know.

Thanks.

Change Control Team

Distributed Message

Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to
List Manager /ml,mailla with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.

Revision-to-Issue Cross-Reference

AT&T Red Line CCPV2 Page Number	Associated Arbitration Sub-Issue / Concern
7	d
8	k
11-12	c
18	l
21	g
22	h
23	h & m
24	m
25	n
26	h & n
27	n
28-29	h
30-34	c
35-43	e & f
44-47	n
48-49	a & b
50, 53	j
55	i
56	o
57	k
61	c & m
63	m
64	c, e & f

Sub-Issues

- a) Introduction of new interfaces;
- b) Retirement of existing interfaces;
- c) Exceptions to the process;
- d) Documentation, including training;
- e) Defect correction;
- f) Emergency changes;
- g) An eight step cycle, repeated monthly;
- h) A firm schedule for notifications associated with changes initiated by BellSouth;
- i) A process for dispute resolution including referral to state utility commissions or courts;
- j) A process for escalation of changes in process.

Other Concerns

- k) Testing support and testing environment
- l) Provision of a trouble number for Type 1 events
- m) Ability of BellSouth to unilaterally cancel or reject CLEC requests
- n) Change Review – Prioritization - Release Package Development and Approval
- o) The process of changing the process

BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-9412

December 1, 2000

Ms. Denise Berger
AT&T
Room 12256
1200 Peachtree St. NE
Atlanta, GA 30309

Dear Denise:

This is in response to your e-mail dated November 21, 2000, requesting BellSouth to manually load information regarding another AT&T customer into the Calling Name (CNAM) database.

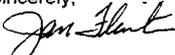
As you know, BellSouth has offered to provide AT&T and other CLECs with a mechanized process for inputting ported numbers information into BellSouth's CNAM database. BellSouth has offered this process at no charge. On October 20, 2000, you received from BellSouth the initial form necessary to initiate this process. Four days later, during a conference call between AT&T and BellSouth's CNAM subject matter experts, AT&T was advised that the process could probably be put in place between 4 - 6 weeks after AT&T completed and returned all the necessary forms to BellSouth.

I received the completed initial form from you on November 2, 2000. After making the corrections that I confirmed with you, I provided the corrected initial form to BellSouth's internal group responsible for CNAM interconnection. The next day, November 3, BellSouth contacted AT&T's designated representative and provided the second form that must be completed before BellSouth begins implementing this process. AT&T has yet to complete this second form and return it to BellSouth.

When BellSouth agreed to enter the Dillard's information manually into the BellSouth database, it was with the understanding that AT&T would expeditiously pursue the interim mechanized solution. Since then, AT&T has continued to acknowledge that it intends to pursue the interim mechanized solution. As you know, the interim solution is quicker and more efficient than manually inputting data into the CNAM database on a case-by-case basis. The process benefits AT&T's customers by automatically addressing the calling name delivery situation. I trust that AT&T is, in fact, diligently pursuing the completion of the form that will allow BellSouth to implement this mechanized solution, and I am requesting that AT&T return the completed second form to me by December 5, 2000. If AT&T cannot return this form to BellSouth by December 5, please let me know immediately.

In the meantime, BellSouth will manually enter the information for the ported telephone number of Dow, Lohnes & Albertson into its CNAM database. BellSouth, however, will not manually enter any additional information into its database until AT&T has returned the completed forms necessary to allow BellSouth to begin the implementation of the mechanized solution.

Sincerely,



Jan Flint

cc: Greg Terry
Bob Bickerstaff
Jan Burriss

Bradbury, J M (Jay) - LGA

From: Berger, Denise C - NCAM
Sent: Monday, October 30, 2000 10:45 AM
To: Jan.Burriss1@bridge.bellsouth.com
Cc: bob.bickerstaff@bridge.bellsouth.com; Sandra.Jones5@bridge.bellsouth.com;
Leigh.Wilson@bridge.bellsouth.com
Subject: BellSouth Reassigning AT&T Ported Numbers

October 30, 2000

Jan Burriss
BellSouth Telecommunications, Inc.
1960 West Exchange Place
Suite 200
Tucker, Georgia 30084

RE: BellSouth Reassigning AT&T Ported Numbers

Dear Jan:

The purpose of this letter is to inform BellSouth that AT&T is still experiencing problems with BellSouth reassigning AT&T ported numbers. I am also asking for your assistance in insuring that BellSouth immediately put in place the necessary measures to

1. Identify affected AT&T customers
2. Provide immediate remedy to those customers
3. Implement a solution that will prevent this from happening in the future

Tropical Shipping in Riviera Beach, Florida, the first AT&T customer who experienced this, has been remedied. According to the memo I received last week from Sandra Jones, BellSouth discovered that the BellSouth order process requires an identification code with ported telephone numbers that indicates in the BellSouth databases that the numbers are assigned as ported and currently unavailable. In the case of Direct Inward Dialing (DID) service, each telephone number within the DID number block must carry the identification code. I now have three other customers affected by the same problem, two in Florida and one in Georgia.

1. Con- [REDACTED]

This customer originally ported to AT&T in August of 1999.

The blocks of numbers assigned to Con- [REDACTED]

Numbers in this block are being reassigned by BellSouth to residence and small business customers. Numbers identified as reassigned to date are [REDACTED]

[REDACTED] There may be others. The trouble was called in to the AT&T Maintenance Center and a ticket was opened. The AT&T Maintenance Center tried to call in a ticket to the BellSouth Maintenance Center, but was referred to the Account Team instead.

2. Wacke- [REDACTED]

Gardens, FL 33418

I'm still gathering information on this customer's
situation. The only number
I've identified at present as having a problem is
[REDACTED]

I have a third customer identified and as soon as I get information, I will
forward it to you.

Denise C. Berger
District Manager-Local Supplier Performance
404/810-8644 (Voice)
404/810-8605 (Fax)
800 258-0000, PIN #2589558 (Pager)
deberger@att.com

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BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-8412

November 17, 2000

Ms. Denise Berger
AT&T
Room 12256
1200 Peachtree St. NE
Atlanta, GA 30309

Dear Denise:

This is in response to your e-mail dated October 30, 2000, regarding BellSouth's reassigning telephone numbers ported by AT&T. Your e-mail requests that BellSouth identify the affected AT&T end users, provide immediate remedy to those customers and put measures in place to prevent further occurrences. To date, five of AT&T's end users' telephone numbers have been reassigned to other BellSouth customers and those situations have been corrected.

The information provided to you by Sandra Jones is correct. In 1999, BellSouth identified the problem created by service orders without the identification code on ported numbers. In December 1999, BellSouth implemented an edit in its service order system to ensure that the codes are always placed on porting service orders. BellSouth also initiated an intensive effort between BellSouth's Local Carrier Service Center (LCSC) and Network organizations to identify ported telephone numbers that did not have the appropriate ported and unavailable identification code and to manually apply the needed code.

BellSouth's Direct Inward Dialing (DID) telephone numbers are not eligible for reassignment to new customers for a period of one year. The telephone numbers assigned to AT&T's five end users that were reassigned to new BellSouth customers were missed by BellSouth's efforts to identify ported telephone numbers without the ported code. After residing in BellSouth's assignment database for a year without the code, the telephone numbers were incorrectly assigned.

BellSouth regrets any problems that this situation may have caused AT&T and its end users. However, there is no further mechanism or feasible process that BellSouth can follow to identify additional DID telephone numbers ported by AT&T that are missing the ported code in BellSouth's database. All practicable steps have been taken and the potential impacts have been minimized. In the event other AT&T end users' telephone numbers are incorrectly reassigned, BellSouth has implemented an emergency procedure to expedite a resolution. Two LCSC managers have been assigned the primary responsibility for resolution of any end-user customer problems associated with this issue. Additionally, two service representatives have been designated to handle the specific tasks required by BellSouth to correct the problems. All LCSC managers and service representatives have been covered on the problem, and LCSC

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management believes that this "task force" approach will provide the most expeditious handling of any future problems that may occur. The appropriate manager contacts are as follows:

Felicia Rainey	770-986-2680
Pat Hamlin	770-986-2125

If we need to discuss this issue further, please feel free to call me at 770 492-7590.

Sincerely,


Jan Burriss

cc: Sandra Jones
Felicia Rainey
Pat Hamlin

-----Original Message-----

> From: Berger, Denise C, NCAM
> Sent: Wednesday, November 22, 2000 11:06 AM
> To: BST-Jan Flint (E-mail)
> Cc: BST-Jan Burriss (Business Fax); BST-Sandra Jones (E-mail)
> Subject: Another Number Reassignment
>
> November 22, 2000
>
> Jan Flint
> BellSouth Telecommunications
> 1960 West Exchange Place
> Suite 200
> Tucker, Georgia 30084
>
> RE: Automotive Controls
>
> Dear Jan:
>
> This message will confirm our conversation earlier this morning.
>
> We've had another complaint of customer's having numbers reassigned
by BellSouth. Automotive Controls, TN 770-409-5092, was ported to AT&T
on July 20, 1999. Yesterday, calls for this customer started
terminating at a BellSouth residence customer. The BellSouth customer
stated that he had recently been assigned the number by BellSouth.
>
> Please insure that this customer's problem is resolved today. As we
discussed, if it is not resolved today, then the AT&T customer will
likely be service impaired through the holiday weekend. I will look to
have status from you as to the expected resolution by noon today.
>
> Thanks,
>
> Denise C. Berger
> District Manager-Local Supplier Performance
> 404/810-8644 (Voice)
> 404/810-8605 (Fax)
> 800 258-0000, PIN #2589558 (Pager)
> deberger@att.com
>

> -----Original Message-----
> From: Berger, Denise C, NCAM
> Sent: Wednesday, November 22, 2000 11:14 AM
> To: BST-Jan Burriss (E-mail)
> Subject: FW: Another Number Reassignment
>
> Jan,
>
> As you can see, we continue to have this problem. What action will BellSouth take to proactively find customer's in jeopardy before their service is disrupted?
>
> In your letter to me dated November 17, 2000, you stated that "there is no further mechanism or feasible process that BellSouth can follow to identify additional DID telephone numbers ported by AT&T that are missing the ported code in BellSouth's databases."
>
> I am respectfully requesting that BellSouth capture all orders placed by AT&T prior to December of 1999 to port DID numbers. This presumably will collect the universe of orders in jeopardy. I am then requesting that BellSouth go in to its databases on all of these orders to determine which ones have been reassigned to the available number pool and mark them as ported to AT&T and therefore unavailable.
>
> The last instance of this that was referred to BellSouth took the majority of one business day to resolve. It is only right that BellSouth should take all possible steps to insure that no more AT&T customers are impaired due to this BellSouth problem.
>
> I look forward to your response.
>
> Denise C. Berger
> District Manager-Local Supplier Performance
> 404/810-8644 (Voice)
> 404/810-8605 (Fax)
> 800 258-0000, PIN #2589558 (Pager)
> deberger@att.com

BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

AT&T Regional Account Team

770 492-7550
Fax 770 492-9412

December 4, 2000

Ms. Denise Berger
AT&T
Room 12256
1200 Peachtree St. NE
Atlanta, GA 30309

Dear Denise:

This is in response to your email of November 22, 2000 to Jan Burriss regarding the reassignment of numbers and, specifically, your request for BellSouth to capture all orders placed by AT&T prior to December 1999 to port Direct Inward Dialing (DID) numbers.

BellSouth Subject Matter Experts have reviewed your request for BellSouth to capture all orders to port DID numbers placed by AT&T prior to December, 1999 and to compare those numbers to the BellSouth databases to proactively identify additional "reassigned" telephone numbers. As Jan Burriss stated in her letter to you dated November 17, 2000, BellSouth implemented an intense telephone number review process in December 1999. This process allowed BellSouth to identify and correct the majority of the numbers that lacked the appropriate identification code. Unfortunately, as AT&T has experienced, the effort did not capture all such numbers.

To implement a solution, such as you outlined, could take several months of Information Technology (IT) development. By the time this is accomplished, the window of opportunity for this error will be closed. The edit to identify this error was implemented in December 1999. Therefore, the opportunity for a telephone number incorrectly remaining and available for assignment in BellSouth's number assignment database (ATLAS) continues to decline. Additionally, the occurrence of the problem relative to the total DID numbers ported is not significant. Based on the above, BellSouth will continue to handle these instances on a case-by-case basis.

If you have questions, please call me at 770-492-7558.

Sincerely,


Sandra C. Jones
Sales Director - AT&T Account Team

CC: Greg Terry
Jan Burriss
Bob Bickerstaff

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-----Original Message-----

> From: Williamson, Jill R, NCAM
> Sent: Monday, July 24, 2000 10:23 AM
> To: 'Change.Control@bridge.bellsouth.com'
> Cc: 'Annette.Cook@espire.net'; 'sharon.arnett@mail.sprint.com';
> 'bszafran@covad.com'; 'Tyra.Colbert@wcom.com';
> 'sandra.k.evans@mail.sprint.com'; 'jnov@mpower.com';
> 'Katherine.Hudler@espire.net'; 'kschwart@covad.com';
> 'lchase@covad.com';
> 'mubeen@nightfire.com'; 'prehm@nightfire.com'; 'smurray@rhythms.net';
> 'tyra.colbert@wcom.com'; 'Yvette.Brown@espire.net'; 'Judy Novo'
> Subject: CLEC input on the Change Control Process
> Importance: High

>
> Change Control Team,
>

> We held a meeting last Thursday to discuss our concerns with the Interim Change Control Process (I-CCP) and would like to share those concerns with you prior to our status meeting on Wednesday. Our expectation is that BellSouth will come to the meeting prepared to address these issues and will bring the appropriate decision makers/SMEs to the meeting.

>
> The main issues that must be addressed include:

> * Defect/Expedited Feature Process - This piece of the process continues to be a big concern for us. We must have severity levels and associated response time for requests we consider to be urgent or outside a new functionality request. We propose you change the title of Type 6 requests so that it represents requests that the CLECs would consider defects or emergency changes, i.e., what BellSouth includes in defects and the expedited feature process. Within this category, there should be three levels of priority, representing varying levels of impact to the CLECs. Each level of priority would have corresponding response times, again based on the level of severity.

> * Documentation "Defects" - Missing or incorrect documentation should go through the Type 6 category and should be prioritized based on the degree of discrepancy and/or impacts to the CLECs ability to do business with BellSouth. Also, when a documentation defect is identified by either BellSouth or a CLEC, BellSouth should immediately send a notification to the CLECs advising them of the discrepancy.

> * Rejected Change Requests - Requests that are rejected by BellSouth remain in the "new" status and under the current process never get addressed. We need to modify the process so that requests BellSouth cannot or is unwilling to support are addressed. When BellSouth rejects a request, a conference call should be scheduled with the CLECs and BellSouth's SMEs (could be our monthly meeting) to present the issue, discuss BellSouth's reason for rejecting the request and to develop options for resolving the issue.

> * SME/Decision Maker Participation - BellSouth must ensure that the appropriate SMEs or decision makers are present at all Change Control meetings to address issues with and provide expertise to the CLECs.

>

> * In addition to the rules around documentation releases, we need to add guidelines for system impacting releases. These guidelines will vary depending on the size of the release, but we should create a couple of categories. For example, when BellSouth implements a point release, BellSouth should provide documentation at least 60 days in advance and allow for testing up to 30 days in advance of the release. Also, anytime BellSouth plans to update CLEC documentation, the Change Control Team should be given advance notice of the update and detail of the changes.

>
> * The language around Retirement of Interfaces needs to be slightly modified. While we agree that the Retirement of Interfaces does not need to go through the voting/prioritization process, notification of the retirement should go through Change Control.

>
> Steve Murray Tyra Colbert-Hush Steve Brown
> Rhythms WCOM Covad
>
> Jill Williamson Mubeen Saifullah Sandy Evans
> AT&T Peggy Rehm Sprint
> Nightfire
>
> Yvette Brown Judy Novo
> espire Communications Mpower Communications
>

EXCEPTION 9
BellSouth OSS Testing Evaluation

November 14, 2000

EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the initial interview of BellSouth personnel for CLEC Training (PPR4).

Exception:

BellSouth does not have documented procedures for CLEC training management practices and program administration. (PPR4)

Background:

The *BellSouth Start-Up Guide*¹ states:

- BellSouth offers training courses to CLECs to help them interface efficiently with BellSouth. The classes are designed to aid the CLEC's understanding of the CLEC/BellSouth relationship and the procedures and services involved.

BellSouth Professional Training Services personnel² state:

- The objective of the CLEC Training function is to provide quality training in order for CLECs to be able to process orders manually and/or to utilize the Operational Support System (OSS).

Issue:

During interviews with members of BellSouth Professional Training Services, KPMG Consulting found that BellSouth does not have documentation for the following items:

1. Descriptions of the roles and responsibilities of the Senior Manager in charge of Professional Training Services and the Professional Training Services Coordinator.
2. Procedures defining the scope and objectives of the training process.
3. Procedures for accepting CLEC input regarding training curriculum.
4. Procedures for publishing information about training opportunities.

¹ The Bell-South Start-Up Guide is located at <http://www.interconnection.bellsouth.com/guides/activation/pdf/startup2.pdf>, Version 1.1, 7/27/2000, Section 9.0, page 97.

² Initial Interview of Professional Training Services personnel conducted 9/20/2000.

EXCEPTION 9
BellSouth OSS Testing Evaluation

5. Procedures for addressing errors and exceptions in training events and materials.
6. Procedures to monitor and ensure the quality of training, which include:
 - a. Surveying training recipients on the effectiveness of training.
 - b. Responding to feedback about training quality.
 - c. Monitoring instructor performance.
7. Procedures to track utilization and attendance of training tools and forums.
8. Procedures to ensure that training offerings are scalable in response to additional demand.

Without clear and complete documentation of operating procedures, BellSouth cannot ensure consistency and repeatability of the training process.

Impact:

CLECs may experience inconsistent levels of training or training support from BellSouth Professional Training Services. The lack of a consistent and repeatable process could impede the ability of CLECs to effectively train their staff and ultimately impact the quality of service provided to their customers.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 9



FL OSS TEST
Exception #9

December 5, 2000

EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the initial interview of BellSouth personnel for CLEC Training (PPR4).

Exception:

BellSouth does not have documented procedures for CLEC training management practices and program administration. (PPR4)

Background:

The *BellSouth Start-Up Guide*¹ states:

- BellSouth offers training courses to CLECs to help them interface efficiently with BellSouth. The classes are designed to aid the CLEC's understanding of the CLEC/BellSouth relationship and the procedures and services involved.

BellSouth Professional Training Services personnel² state:

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Issue:

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1. Descriptions of the roles and responsibilities of the Senior Manager in charge of Professional Training Services and the Professional Training Services Coordinator.
2. Procedures defining the scope and objectives of the training process.

¹ The Bell-South Start-Up Guide is located at <http://www.interconnection.bellsouth.com/guides/activation/pdf/startup2.pdf>, Version 1.1, 7/27/2000, Section 9.0, page 97.

² Initial Interview of Professional Training Services personnel conducted 9/20/2000.

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3. Procedures for accepting CLEC input regarding training curriculum.
4. Procedures for publishing information about training opportunities.
5. Procedures for addressing errors and exceptions in training events and materials.
6. Procedures to monitor and ensure the quality of training, which include:
 - a. Surveying training recipients on the effectiveness of training.
 - b. Responding to feedback about training quality.
 - c. Monitoring instructor performance.
7. Procedures to track utilization and attendance of training tools and forums.
8. Procedures to ensure that training offerings are scalable in response to additional demand.

Without clear and complete documentation of operating procedures, BellSouth cannot ensure consistency and repeatability of the training process.

Impact:

CLECs may experience inconsistent levels of training or training support from BellSouth Professional Training Services. The lack of a consistent and repeatable process could impede the ability of CLECs to effectively train their staff and ultimately impact the quality of service provided to their customers.

BellSouth Response:

We have established Methods and Procedures for all of the above items stated. These M&Ps are provided as a separate document.

Documentation Procedures for CLEC Training
Management Practices

Question: Roles and responsibilities of the Senior Manager in charge of Professional Training Services and the Professional Training Services Coordinator.	
Step	Action
1	Hiring all Instructional Designers and Trainers for CLEC training.
2	Tracking and measuring all revenue and expense for Professional training Services.
3	Measuring return on investment.
4	Measuring demand for classes and filling that demand.
5	Measuring results of pre and posttests.
6	Taking CLEC input and making sure that suggestions and improvements are implemented in the training classes.
7	Tracking instructor evaluations and pre and post tests via Access.
8	As new procedures and software are implemented Training Coordinator ensures that training material is modified accordingly or new classes are added to accommodate for the new procedures.

Question: Scope and objectives of the training process	
Step	Action
1	To provide quality training in order for CLECs to be able to process orders manually and/or utilize the Operational Support System (OSS).
2	Train all CLECs who we identify in the market place to help them be able to interface efficiently with BellSouth.
3	Aid the CLEC's understanding of the CLEC/BellSouth relationship and the procedures and services involved.
4	Define volume and term training deals.
5	Set up web based and instructor lead classes for those new CLECs entering into the market place.
6	Design classes to make the CLEC a better more capable competitor in the market place.
7	Share BellSouth knowledge and know how with the CLEC community.

Question: Procedures for accepting CLEC input regarding the training curriculum	
Step	Action
1	CLEC Inforum-CLECs asked to fill out cards asking for their ideas on improvements and for suggestions on classes we need to add or modify.
2	Instructor evaluations are given at the end of each training class asking CLECs to rate the class on specific measures and give their input on pre-determined questions. These evaluations are read by instructors and Senior Manager and results are put into a database.
3	Ongoing Return on Investment studies are conducted where CLECs are called by phone and asked for their opinions and input.
4	Attendance at several CLEC trade shows to provide information on our program as well as receive information for improvements and new ideas for the CLEC community.

Question: Procedures for publishing information about training opportunities	
Step	Action
1	All CLEC classes are published on the web. This includes class description, available dates, and pricing.
2	Literature is produced that describes each class in detail stating specific course objectives, time frames, and pricing.
3	CLEC Inforum is done twice a year to educate CLECs on services that we offer and new enhancements in doing business with BellSouth.
4	The web is kept current with class offerings and web-based classes.
5	Send out flyers when new classes are established.
6	Interviews and articles are done in our CLEC quarterly.

Question: Procedures for addressing errors and exceptions in training events and materials	
Step	Action
1	Instructional Designers make any necessary changes to the training material including correcting errors and making updates.
2	SME's review all documentation before it is put into training material and taught in the classroom.
3	Regulatory issues and any requests for future directives are many times fielded by the Training Coordinator who then passes them on to the proper instructor or if needed the Manager of Professional Services

Question: Procedures for monitoring and ensuring the quality of training which include:

- surveying training recipients on the effectiveness of training
- responding to feedback about training quality
- monitoring instructor performance

Step	Action
1	Level One evaluations asking for input on material, classroom and instructor are handed out at the end of each class. These are then read by instructor and keyed into a database.
2	Pre and posttests are given at the beginning and end of each class to specifically measure the amount of participant learning that occurred. These pre and posttests are then averaged for each class and average pre and posttest measures are tracked in our database.
3	Training Coordinator can tell by these pre and posttest score averages for each class if there are problems that need to be addressed. If these scores are not consistent with past averages instructor evaluations are looked at even more closely to help determine what the problem is so it can be corrected.
4	Pre and posttests along with instructor/class evaluations greatly aid in helping us make decisions about what new developments and new customer markets need to be addressed in training. They also help us determine if training is meeting the CLECs needs in the field.
5	Training coordinator occasionally sits in on the classroom and measures effectiveness of materials and trainer.

Question: Procedures to track utilization of training tools and attendance at forums	
Step	Action
1	Information for registration is found on the web and the CLEC then calls the Training Administrator to register for their desired class.
2	If there are not enough students signed up for a class or if a class has to be cancelled, these participants are called personally and reassigned to another class date.
3	Instructor receives a print out of all that signed up for their particular class. Instructor takes attendance and the actual attendee's names are sent back to the training coordinator.
4	At the CLEC Inforum participants are requested to give feedback on classes they would like to see offered or any feedback or suggestions for improvement that they would like to see implemented. Attendance at these inforums is kept and CLECs are invited back for subsequent ones in the future.
5	As on January 1, 2001, TAFI, LENS, and CLEC Basic will be offered via the web. For these specific classes, CLECs can register and complete courses via the web and not be required to interact with our Training Coordinator.

Question: Procedures to ensure that training offerings are scalable in response to additional demand	
Step	Action
1	Demand and attendance records are kept by the Training Coordinator. If a class fills up quickly, then others are added according to demand.
2	The number of requests determines demand. For instance, at the CLEC Inforum we get feedback requesting us to focus on the development of specific areas.
3	Instructors receive feedback in the classroom and while suitcasing classes at customer locations. Decisions for new development are many times based on this feedback



Change Control Process Monthly Status Meeting Minutes

DATE: July 26, 2000

MEETING: Monthly Status Call

PURPOSE: Review Status of Pending/Approved Change Requests

ATTENDEES

<u>Tyra Colbert, WorldCom</u>	<u>Steve Murray, Rhythms</u>	<u>Valerie Cottingham, BST</u>
<u>Sandy Evans, Sprint</u>	<u>Brian Rutter, KPMG</u>	<u>James Hunter, KPMG</u>
<u>Annette Cook, e.spire</u>	<u>Steve Hancock, BST</u>	<u>Shamone Stapler, ITC-DeltaCom</u>
<u>Linda Tate - BST</u>	<u>Cheryl Storey, BST</u>	<u>Jill Williamson, AT&T</u>
<u>Carol Harrison, Impower</u>	<u>Carl Vincent, FL PSC</u>	<u>Kevin McAllorum, AT&T</u>
<u>Peggy Rehm, Nightfire</u>	<u>John Duffey, FL PSC</u>	<u>Mubeen Saifullah, Nightfire</u>
<u>Brenda Files, BST</u>	<u>Paul Winehart, e.spire</u>	<u>Phyllis Burt, Quintessent</u>
<u>Woody Roe, Albion Connect</u>	<u>Yvette Brown, e.spire</u>	<u>Mickey Dossey, Quintessent</u>
<u>Lorraine Watson - WorldCom</u>	<u>Kim Gillette - Quintessent</u>	<u>Donna Graham, Mantiss</u>
		<u>Rick Woodhouse, KPMG</u>

AGENDA

Agenda Review status of pending/approved Change Requests (including defects), review current Release Management statuses and discuss Interim Change Control Process.

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4) Owner: BellSouth (OPEN)

CR0040-Order Tracking Request. Provide additional information on LNP limitations.

Status: Non-LNP tracking information will be real time. LNP information will be non-real time. Currently the LNP architecture is not designed to accommodate real time queries regarding the status of a service order and the location of an LSR with respect to the hand-off between systems. We are currently making architecture changes to the LNP system, which in time may allow a real time query to occur. AT&T (Jill) submitted additional questions on 7-24, which are currently being addressed by BST. Responses to these questions should provide clarification regarding the LNP issue.

5) Owner: BellSouth (CLOSED)

CR0002-Pre-order/Order Field Discrepancies-CLEC concerns on the handling of this request.

Status: The Release Management Team was made aware of CLEC concerns with the field discrepancies and advised this effort is being reviewed for upcoming releases. The work effort around this feature is large due to the number of fields affected. Additional information should be available at our August Release Package Meeting.

6) Owner: BellSouth (CLOSED)

Check on status of Sprint's document addressing discrepancies in the BellSouth Business Rules-Local Ordering Guide.

Status: Response has been provided to Sprint addressing discrepancies.

7) Owner: BellSouth (OPEN)

Determine if BST could provide draft documentation to CLECs prior to release.

Status: CLECs were advised that BellSouth couldn't provide draft documentation prior to releases.

8) Owner: BellSouth (OPEN)

EDI0812990003 - CLECs requested better understanding of why 411 drops are occurring.

Status: If a CLEC's end user listing is dropped from Directory Assistance, the CLEC should call the LCSC. If BellSouth is at fault, no additional LSR is required from the CLEC. The listing is corrected as soon as possible. If a CLEC error is the cause, an LSR is required.

Jill (AT&T) questioned if a list could be submitted to the LCSC in lieu of calling. Change Control will address internally and provide response. Jill advised she would like to leave this request in "Pending" status. Change Control will continue discussion with Jill regarding this issue.

9) Owner: BellSouth (OPEN)

Determine how high priority CRs that have not been scheduled will be handled.

Status: It was suggested that high priority CRs that have not been scheduled be ranked two (2) times before trying to get implemented.

**New Change
Requests
(Types 2-5)**

ORD030200_001 - UNE via ASR21

Status: See Action Items. Jill (AT&T) and Tyra (WorldCom) will advise Change Control how they would like to pursue with this request.

ORD032700_001 - Post-FOC Clarification

Status: Conference call to be scheduled in August to discuss further.

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Equivalent Ordering Functionality

This exhibit visually depicts AT&T's desired resolution of the three sub-issues of the Equivalent Functionality Issue, parsed customer service records, electronic ordering for all services and elements, and processing of electronically submitted LSRs without human intervention.

The exchange of pre-ordering transactions, including the CSR transaction is represented on the right side of the diagram by the double headed blue arrow. A parsed CSR response can be directly loaded into AT&T's or any other CLEC's databases and ordering systems. An un-parsed (block) CSR must be sent to the CLEC's customer service representative to be interpreted and then entered manually into the CLEC's databases and ordering systems. That effort is represented by the two red arrows between the CLEC systems and centers.

The exchange of ordering transactions (LSR inputs by the CLEC and status responses from BellSouth) is represented on the left side of the diagram by the double headed green arrow when flow-through ordering is provided, and by the red arrows passing through the LCSC block inside the circle when either electronic ordering is not permitted, or an electronically submitted LSR falls out for manual processing. A request for a service or element that has been designed by BellSouth to be both electronically received and processed will follow the green arrow from the CLECs systems, through BellSouth's Interface Systems, and be delivered to BellSouth's Service Order Control System (SOCS) without human intervention. This is the desired outcome for the ordering of all elements and services.

A request for an element or service that BellSouth will not accept electronically must be placed manually. This is represented by the red arrow from the CLEC center to and through the LCSC. The CLEC produces a manual order in BellSouth's required format and sends it to the LCSC, at the LCSC, a BellSouth service representative inputs that manual request into the DOE/SONGS system which then sends the request on to SOCS. A CLEC should only have to submit manual orders for those elements and services that BellSouth cannot order for its retail customers using their retail interfaces RNS or ROS.

An request for an element or service that BellSouth will accept electronically but will not flow-through BellSouth's interface systems also passes through the LCSC. This is represented by the red arrow from the BellSouth interface systems to and through the LCSC. At the LCSC, a BellSouth service representative inputs that fall out request into the DOE/SONGS system that then sends the request on to SOCS. LSRs fall out at the BellSouth interface system for two reasons, BellSouth's design decisions (designed fall out), and the failure of the interface to operate correctly (system error). BellSouth should pro-actively eliminate all designed fall out and take all actions are necessary to eliminate system errors.

Equivalent ordering functionality

